

2023 Washington State SAFETY REST AREA STRATEGIC PLAN



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SAFETY REST AREA VISION & MISSION

Vision

WSDOT provides a safe, inclusive place for the traveling public to rest in support of safer roads.

Mission

To support the traveling public with a safe, sustainable option for rest during road trips.

GOALS AND STRATEGIES

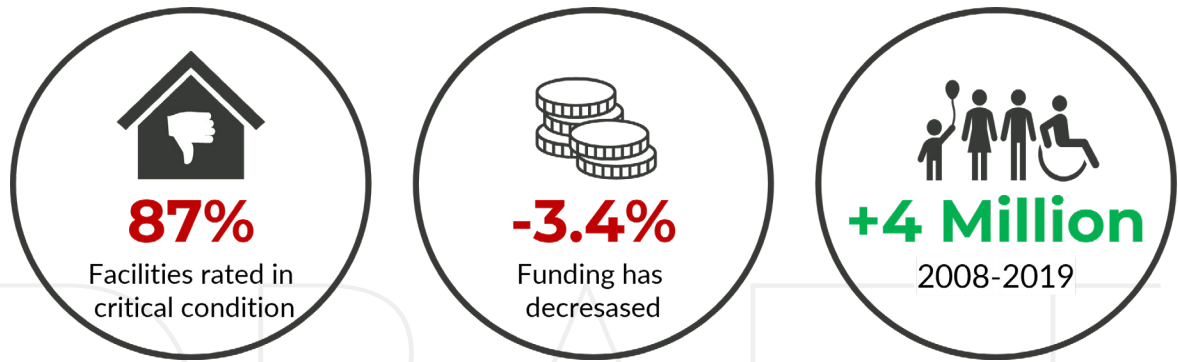
The Safety Rest Area program has five focus goal areas: safety, commercial truck parking, sustainable operations, customer experience, and resilience. Detailed information is included in the following pages.

A plan to improve the Safety Rest Area program

The Washington State Department of Transportation's (WSDOT) mission is to provide safe, reliable, and cost effective transportation option to improve communities and economic vitality for people and businesses. Safety Rest Areas (SRAs) are a critical part of that mission, supporting the traveling public and commuters with a safe, sustainable opportunity for needed rest. SRAs serve regional communities throughout the state by supporting commerce, the flow of goods and services, tourism, and recreation.

WSDOT's SRA Program comprises 47 locations statewide that provide services to 24 million annual users. The program operates RV sanitary dump stations at 20 of those locations. Since the release of the last strategic plan in 2008, Washington has transformed with population growth, expanded commerce, a public health crisis, and social changes.

Addressing changing needs



WSDOT's Safety Rest Areas have experienced changes and emerging challenges with increased usage and costs, declining facility conditions, insufficient funding and resources, rigid 1956 Federal laws¹, people living at SRAs, and additional truck parking needs².

Adapting to address today's challenges is necessary to stay operational for the future. Washington's SRAs are important to customers, as 98 percent of survey respondents felt they are needed,³ and RCW 47.38 was updated to support keeping them open.⁴ Thirty-five SRAs were constructed between 1967 and 1974, and 87% are in critical condition. Total annual usage and demand for parking have grown beyond what utilities and commercial truck parking amenities were built to support. With a maintenance budget that is not adequately funded, the ability to address customer needs and declining building conditions has been limited.

Sustaining the SRA program

WSDOT's Safety Rest Areas have proudly provided locations to support safety across the state for more than 75 years, but they are aging and need significant repair and improvements.⁵ Sustaining SRA operations long-term with the existing capital investment and maintenance budget will not be possible without considerable investment. This plan calls for an investment of \$375-525 million⁶ across the next 15 years to renovate or replace the aging SRAs.

Safety is an ongoing focus for the SRA program for personal and commercial travel. SRAs reduce vehicle crashes by reducing driver fatigue and distracted driving⁷ while providing somewhere to stop during severe weather. A 2023 Washington State University study indicated that SRA have reduced 2.94 crashes per rest area.⁸

¹ 23 USC 111: Agreements relating to use of and access to rights-of-way-Interstate System. 1958

² See [Appendix B- Commercial Truck](#) sections for detailed information about commercial truck drivers' needs, including Federal requirements, hours of service, parking demand, and SRA location analysis.

³ 2022 WSDOT Safety Rest Area survey.

⁴ HB 1655 added a new section to chapter 47.38 RCW and allows for closures for seasonal reasons, cleaning, maintenance, and repairs.

⁵ 87 percent of SRAs were rated as "critical condition" in 2021. More than half of the SRA buildings will be 50 years or older by 2031. See [Appendix B- Safety Rest Area condition assessments](#)

⁶ High-level estimates based on a range from previous WSDOT SRA renovations updated for inflation and recent peer state SRA renovations ([Appendix B - Peer state review](#)) WSDOT data does not include location-specific water & well requirements, expansion, or future inflation. The estimate is based on 20 locations with full renovation and 27 with light renovation.

⁷ Some states are attempting to reduce distracted driving by branding Safety Rest Areas as Safe Phone Zones and partnering with insurance companies to raise awareness and provide signage.

Source: <https://parsippanyfocus.com/2017/06/25/state-creates-highway-safe/>

⁸ See [Appendix B - Washington state Safety Rest Area site evaluation study](#)

Given that 2022 saw the greatest number of deaths on Washington roads and highways since 1990⁹, crash reduction is more critical than ever. Along with highway safety, SRAs should provide the safety of a welcoming space. Safety concerns such as illegal parking, aggressive panhandling, drug use, prostitution, illegal disposal of trash and waste, vandalism, verbal abuse, domestic disturbances, and human trafficking have been identified at some SRAs. Customer surveys and WSDOT staff interviews each confirm that people do not feel safe in some rest area locations.¹⁰

The homeless crisis has led to parking and public health and safety concerns at larger SRAs near major urban locations. SRAs are intended for short-term visits by the traveling public and freight haulers. Vehicles parking at SRAs beyond the legally posted limits has led to ongoing challenges.

This plan is just the beginning of collaborating to complete the work needed to support SRAs and keep them safe and operational in the future. In the years ahead, WSDOT will work towards implementing the strategies outlined in the plan with our stakeholders at the center of the process and data-guided decision-making. To successfully implement these strategies, the program will need funding and resources to increase program capacity.

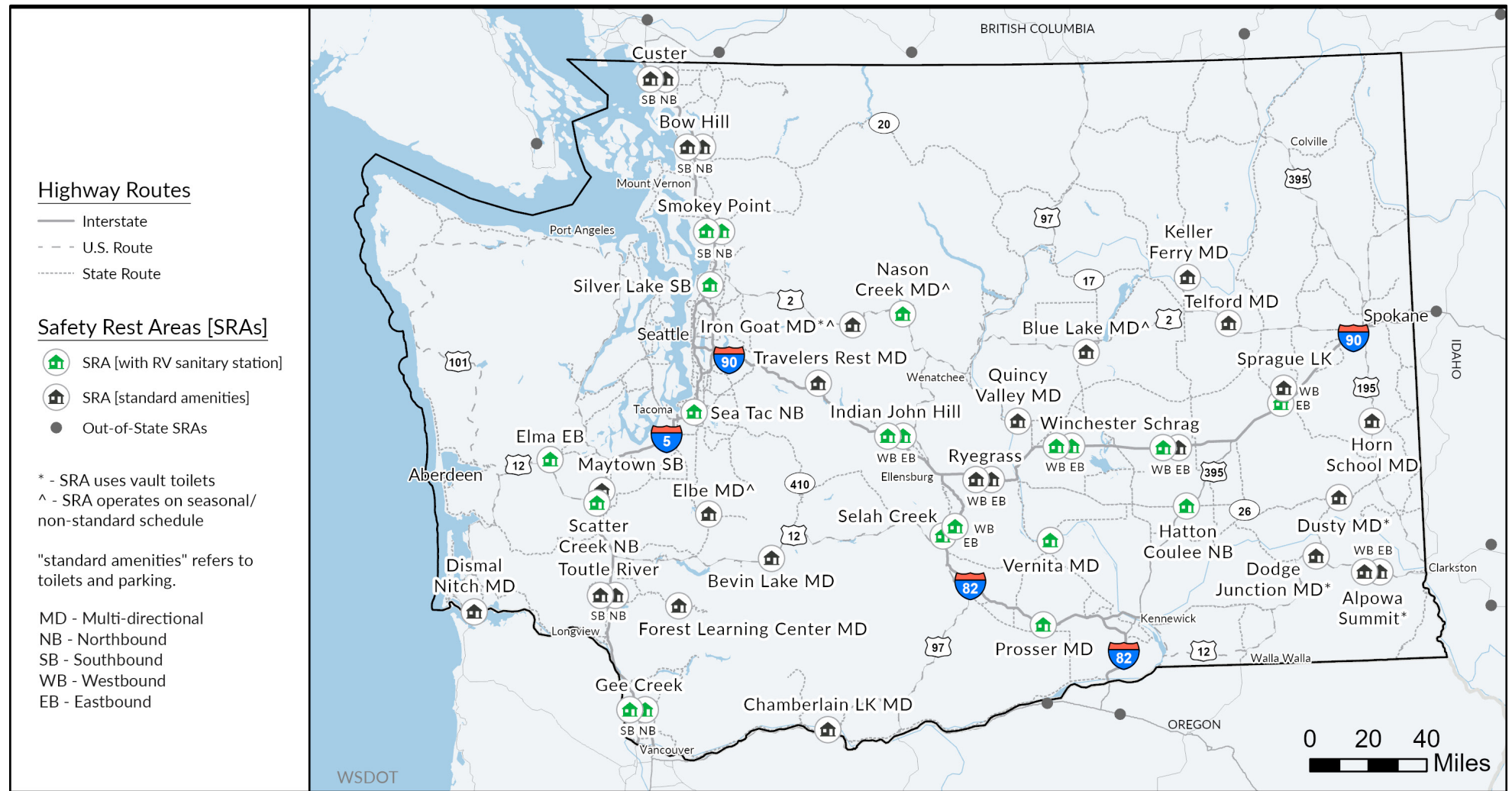
As you read through the plan, look for boxes like this to provide more information or supporting links or materials for the plan. [The WSDOT Safety Rest Area Strategic Plan website](#) provides links to all materials referenced in the plan.

⁹ Washington Traffic Safety Commission. [2022 Saw the Most Traffic Deaths on Washington Roads since 1990](#). 2023

¹⁰ Total customer responses indicated that 51 percent of users feel safe at SRAs during the day and 13 percent at night. Data indicated a high correlation between feeling unsafe and proximity to large urban locations such as Seattle or Vancouver. See [Appendix A - Safety](#)

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

FIGURE 1: Washington Safety Rest Areas by location



Washington's 47 SRAs includes 20 locations with RV sanitary dumping facilities and four locations with seasonal or non-standard hours of operations. Five locations have vault toilets without running water. Visit <https://wsdot.wa.gov/> for each SRA's specific amenities.

SAFETY REST AREA OVERVIEW

This section provides information about the history and significant legal actions that define the purpose and function of SRAs. Additional information can be found in Appendix B.

Safety Rest Area history

Following the passage of the Federal-Aid Highway Act of 1956¹¹ authorizing the construction of 41,000 miles of interstate highways, a need for safe locations for travelers to stop developed. In 1958, the American Association of State Highway Transportation Officials published guidelines specifying basic amenities for rest areas and a general site configuration.¹² The sites provided restrooms, travel information, and places for people to rest on their travels. At the time, limited access of interstate highways often meant that an SRA was the only experience that travelers had with the regions that they passed through.

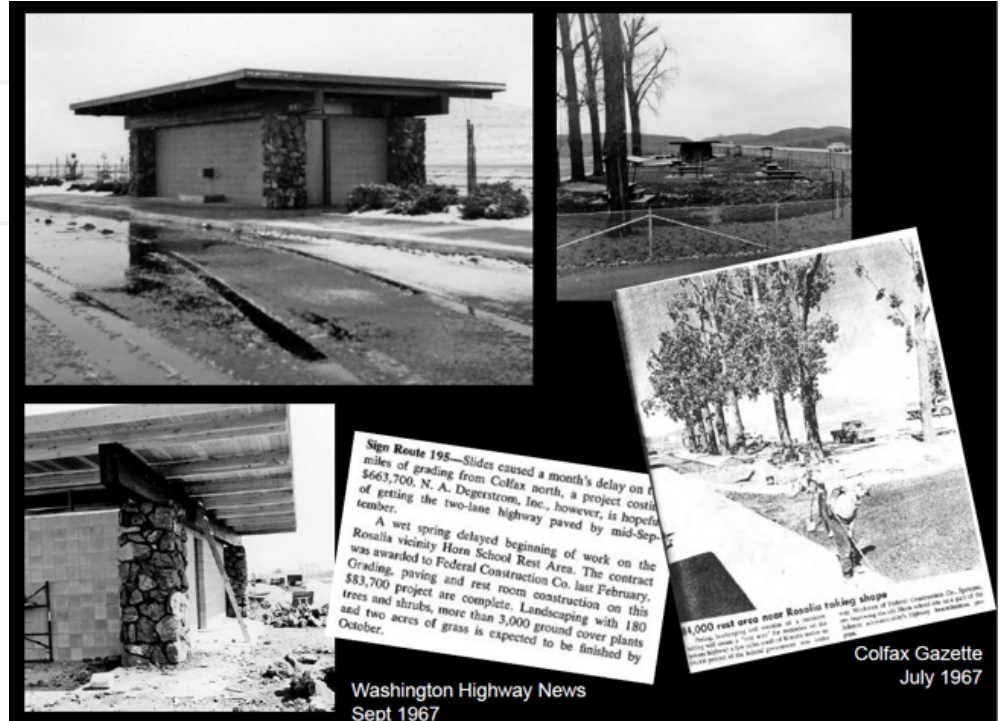


Image Source 1: Colfax Gazette. 1967 Horn School Safety Rest Area

In 1965, the Highway Beautification Act was signed into law allowing for the continued use of the Highway Trust Fund with matching state funds for landscaping, roadside development, and building recreation areas within the right of way. Funds could also be used without state match to preserve and restore scenic beauty.¹³

“It will give us the opportunity to demonstrate the highway builders’ concern with , and ability to serve, the broad range of public interest and human values.”

—Charles G Prahl, Washington Director of Highways, 1967

Washington State Director of Highways Charles G. Prahl wrote to transportation planning engineers, asking that they put particular emphasis on natural-beauty sites that could be protected by the acquisition of additional right-of-way. He said that it would be a benefit to the entire highway family:

The state planned to construct 12-15 new rest areas by 1967. Traffic counts demonstrated that as much as 6 percent of all traffic passing a rest area would stop. The first rest area to be completed was the Blue Lake Rest Area.¹⁴

¹¹ [Federal-Aid Highway Act of 1956](#). Public Law 84-627. Enacted June 29, 1956

¹² AASHTO. A Policy on Safety Rest Areas for the National System of Interstate and Defense Highways 1958.

¹³ [The Association of Centers for the Study of Congress. The Highway Beautification Act](#). Enacted October 22, 1965

¹⁴ See [Appendix B Washington Safety Rest Area history](#)

The purpose of Safety Rest Areas

The primary role of Safety Rest Areas (SRAs) is to support safety by reducing accidents within the right of way. In addition, they benefit all highway users and have helped preserve the natural beauty of many locations in Washington.

Federal codes are the first source for understanding the purpose and requirements for SRAs. Federal code 23 CFR 752.3 ¹⁵ defines an SRA as *“a roadside facility safely removed from the traveled way with parking and such facilities for the motorist deemed necessary for his rest, relaxation, comfort, and information needs.”* The term is synonymous with *“rest and recreation areas.”*

Included in federal codes ¹⁶ are the following:

- Federal Code 23 CFR 752.5 subsection b and c allows for the placement of vending machines in SRAs to dispense food and requires them to be operated through the state licensing agency following the Randolph-Sheppard Act.¹⁷
- Federal Code 23 CFR 752.5 subsection e recommends that a statewide SRA plan be developed and that the maintenance of SRAs be prioritized at locations most needed by motorists. This section suggests that rural and less developed areas should be prioritized over locations in urban locations. ¹⁸
- 23 USC 111 includes a provision that limits commercial activity within SRAs. It does not allow for fuel, concessions, or other establishments unless the SRA existed prior to January 1, 1960. Prior to this date, locations were built with state funding and were not restricted by federal requirements. ¹⁹

¹⁵ [Federal Code 23 CFR 752.3 Definitions. 1978](#)

¹⁶ [See Appendix B Federal Codes](#)

¹⁷ [Federal Code 23 CFR 752.5 Safety Rest Areas. 1978](#)

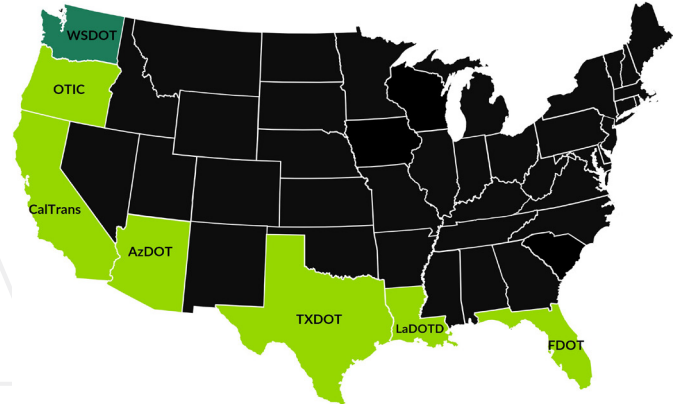
¹⁸ [Ibid](#)

¹⁹ [23 USC 111: Agreements relating to use of and access to rights-of-way-Interstate System. 1958](#)

PEER STATES AND EMERGING TRENDS

Peer states

WSDOT reviewed peer states' Safety Rest Area programs to identify emerging trends and benchmarks. Peer states identified included Oregon (OTIC), California (Caltrans), Louisiana (LaDOTD), Arizona (AzDOT), Texas (TxDOT), and Florida (FDOT).²⁰ Oregon and California were considered because they are neighboring states. Louisiana was selected because it is also a port state with other similar attributes to Washington. Arizona and Florida recently published updated plans and provide access to their long-range planning opportunities and, together with Texas, all three have SRA facility policies and practices that stand in contrast with those of Washington.



Washington state SRAs receive the lowest annual capital, operations, and maintenance funding compared to peer-reviewed states²¹. For example, Oregon outspends Washington by more than double per SRA location.

FIGURE 2: Peer state SRA annual capital, operations, and maintenance spending

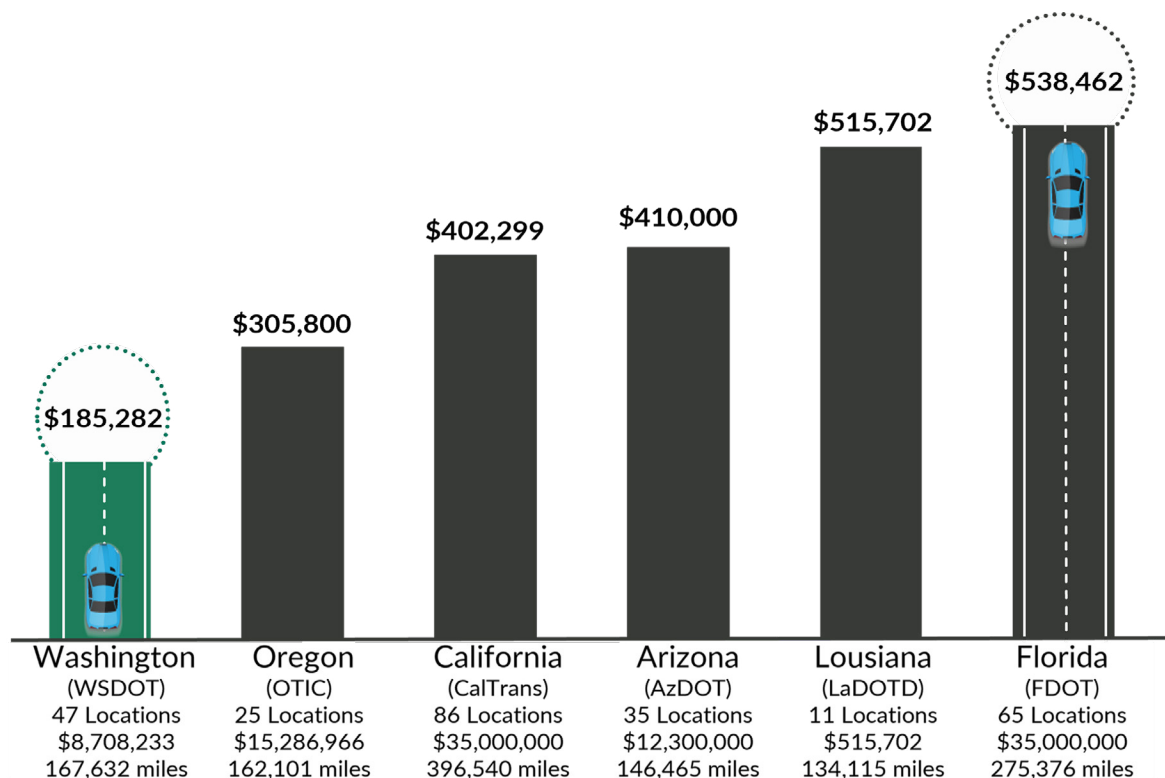


Figure 2 depicts the average annual capital, operations and maintenance spending per location for peer states. The graph also provides total locations, total lane miles, total annual capital, operations, and maintenance spending for each state

²⁰ Additional states are referenced for specific attributes in [Appendix B](#) to provide examples related to specific focus areas.

²¹ See Figure 2 | Peer state SRA annual capital, operations, and maintenance spending Figure 2 | Peer state SRA annual capital, operations, and maintenance spending

Oregon's SRA count and budget per facility is based on the data provided by the Oregon Travel Information Council (OTIC). The OTIC operates almost all of Oregon's SRAs located along interstates. Oregon has 51 rest areas statewide, which include state parks and a handful of other rest areas managed by the Oregon Department of Transportation. WSDOT collected information through online research and interviews with transportation partners. Peer states were evaluated in categories including:

- Operations
- Funding
- Resiliency
- Safety & Security
- Amenities
- Emerging trends

Purpose

Peer states have similar goals of reducing driver fatigue and providing a positive customer experience for users of their SRAs. Their facilities provide customers with similar services, such as a location to stop and rest, use restrooms, and interact with information related to surrounding areas.

Generally, peer states follow the American Association of State Highway and Transportation Officials and Federal Highway Administration recommendations of siting SRAs at 60-mile/one-hour intervals. Both agencies provide guideline exceptions, such as larger intervals when locations are near large cities or where motorists' services are readily available.

Caltrans follows a guideline of intervals of one-half hour's drive time or 30-mile intervals. This was adjusted based on a Caltrans study that found fatigue-related collisions started to increase beginning 30 miles from SRAs.²²

Operations

Most SRAs are operated by each state's department of transportation. Many of Oregon's SRAs are managed by the Oregon Travel Information Council (OTIC). In 2009, the Oregon Legislature transferred nine locations from the Oregon Department of Transportation to OTIC and provided them with dedicated funding from the highway fund to support more robust services. Over the next few years, almost all SRAs along Oregon's interstates were transferred to OTIC. Arizona, California, Louisiana, Florida, and Texas have some of their operations, maintenance, and security services performed by contractors.

Safety, security, and resiliency management

Safety and security

Texas provides security staff 24 hours a day at all TxDOT rest areas, as well as security cameras for facility monitoring. FDOT provides nighttime security at each rest area. LaDOTD provides armed, overnight security at all locations. Caltrans rest areas provide cameras at only a few select rest areas. AzDOT provides residences to onsite caretakers, who can contact law enforcement as needed. Caltrans, TxDOT, and AzDOT rest areas provide designated parking spaces and offices for law enforcement to increase highway patrol presence. OTIC reaches out to law enforcement for safety concerns and has the statutory authority to provide citations with civil financial penalties when SRA rules are broken.

²² [University of California, Berkeley. Rest Areas - Reducing Accidents Involving Driver Fatigue. 2010](#)

Resiliency

Peer states have a variety of weather conditions and utilize their locations to support nearby communities and travelers when weather related, or emergency management needs occur. Almost all states use their SRAs to support staging in emergencies. FDOT and LaDOTD use rest areas as staging areas during evacuations for hurricanes. Texas SRAs offer storm shelters for harsh weather in parts of the state vulnerable to tornadoes or hurricanes.²³ Caltrans rest areas are used by first responders on an as-needed basis and may act as staging or operation centers during wildfires. AzDOT uses SRAs for staging and reopened locations to support increased demand during COVID-19.²⁴



Lobby of TxDOT SRA indicating locations of storm shelters and signage depicting historical tornadoes.
Photographer: Bonnie Hachett, FEMA²⁵

Highway safety

AzDOT has partnered with Geico to provide branded signs ahead of SRAs, which call attention to the upcoming facility to stop and safely use cell phones.²⁶ The “Safe Phones Zones”²⁷ promote SRAs and generate non-toll and non-tax revenue used to help offset SRA operation and maintenance costs.

Funding

OTIC²⁸ receives \$12.8 million annually from the Oregon State Highway Fund.²⁹ In addition, they receive funding to lease spaces, such as advertising or vending machines. AzDOT and FDOT improvements are funded through their respective five-year work programs. FDOT receives approximately \$35 million annually, while AzDOT receives more than \$12 million annually. Arizona Facilities Management and Transportation Systems Management and

²³ [Messing With Texas Rest Areas - Texas Architect Magazine \(texasarchitects.org\)](https://www.texasarchitects.org/messing-with-texas-rest-areas)

²⁴ Locations that were reopened provided no amenities outside of parking.

²⁵ [New Rest Areas Designed with Tornado Safety in Mind. FEMA. 2020](#)

²⁶ [ADOT and GEICO encourage motorists to use Safe Phone Zones | ADOT \(azdot.gov\)](#)

²⁷ [Safe Phone Zones - About](#)

²⁸ [FY 2021-2023 Final Approved Budget.xlsx \(oregontic.com\)](#)

²⁹ OTIC allocation from the Highway State Fund is a statutory requirement.

Operations estimate the expected life-cycle of below ground SRA components to be 30 years and above ground SRA structures to be 15 years.³⁰ Caltrans SRAs receive around \$35 million per year from California's State Highway Operation and Protection Program (SHOPP). SHOPP preserves assets within the state's highway system, including rest areas. TxDOT's Roadside Facilities program is provided an annual budget to support 10-year projection plans.³¹ Funding sources vary by state. Public-private partnerships among peer states have been relatively nonexistent due to current state and federal restrictions.

Amenities

WSDOT evaluated amenities available in peer states to determine benchmarks for SRA amenities.³² Most states provide restrooms, picnic areas, running water, pet exercise areas, vending machines, and dedicated parking for cars and trucks. Lesser-available amenities include RV sanitary dump stations, children's play areas, Wi-Fi, EV charging stations, security, and onsite law enforcement. A comparison of amenities indicates that Washington is a national leader in the number of RV sanitary dump locations. Washington provides locations at 42 percent of SRA locations compared to 11 percent of Caltrans and 6 percent of TxDOT locations.

In contrast to other states, Washington has opportunities to utilize SRAs to support commerce with unique storytelling opportunities of their surrounding communities. Peer state architectural and



Image of TxDOT Gray County SRA which includes interpretive displays, storm shelters, and a wind turbine to supply renewable energy. Image of LaDOTD Tremont Rest Area facility featuring ½ mile of walkways and elevated boardwalks along with 3.5 acres of pollinator habit.



storytelling designs of peer states are strong. TxDOT, FDOT, and LaDOTD provide unique designs that connect the rest area to the history of nearby locations and communities. TxDOT includes amenities such as expanded interpretive displays, storm shelters, playground, and renewable energy. LaDOTD has integrated expanded opportunities to connect with nature with elevated boardwalks and walking paths and pollinator gardens. FDOT has expanded amenities at some locations including fenced pet areas, trails that lead to solar panel farms, nighttime security, and free Wi-Fi.

³⁰ Components below ground include mechanical, structural, electrical, and water and wastewater. Above-ground structures include structures and electrical components.

³¹ Annual funding from TxDOT was not available.

³² See [Appendix B-Peer state review](#).

Emerging trends

Truck parking

Truck-only rest areas are an emerging trend in many states³³. Initially, these facilities were developed in abandoned rest areas, primarily in urban areas. However, given the rising truck parking shortage, more states are incorporating truck-only locations in planning. However, even minimal facilities create maintenance and upkeep challenges.

Arizona has done an in-depth planning process, evaluating its SRAs for potential expansion to existing truck parking. Florida is evaluating additional locations for truck parking, including SRA location expansions, and has installed the Truck Parking Availability System³⁴ at SRAs.³⁵

Several other states are beginning to shift towards truck-only facilities. For example, in Missouri, rather than abandoning SRAs, MoDOT converted or has plans to convert several locations to truck-only facilities.³⁶ In an upcoming project, MoDOT³⁷ is converting rest areas that would have been permanently closed to truck parking. The \$3.8 million project includes the removal of the rest area buildings and installation of vault toilets, in addition to the truck parking spaces.³⁸ Missouri notes that the criteria to establish the facilities in the 1960s are no longer needed for the public, as more private businesses now provide the same opportunities.

Some states have had concerns with truck-only locations as those facilities lose the added security that comes with an additional set of eyes from the traveling public. Truck-only locations might require additional security to ensure they do not become unintended locations of easy access to human trafficking. Other states have security concerns related to vandalism. The Virginia DMV and Virginia State Police decided to close weigh stations for truck parking after incidents of litter, destruction, and unsanitary practices.³⁹ Security would need to be considered to minimize activities often seen at truck-only locations. Washington has several strategies to support increased truck parking.⁴⁰

Public-private partnerships

Due to federal restrictions, public-private partnership opportunities are difficult to secure. In the past, AzDOT partnered with Geico to sponsor “Safe Phone Zones” to raise funds for maintenance.

With federal regulations restricting commercialization within SRAs, in 2006, the Federal Highway Administration (FHWA) developed the Interstate Oasis Program, an option for an off-system public-private partnership.⁴¹ It appears to have had limited success.

³³ See Appendix B [Truck-only parking facilities](#)

³⁴ Daily Commercial. [Information highway](#). 2018

³⁵ Spectrum News. [FDOT looks at 11 locations for new I-4 truck stops](#). 2022

³⁶ [Northwest Missouri Rest Area Modifications | Missouri Department of Transportation \(modot.org\)](#)

³⁷ Missouri Department of Transportation

³⁸ LandLine. [MoDOT converting rest areas into truck parking](#). March 2023







³⁹ [Virginia DMV won't allow truck drivers to park overnight at Troutville weigh station after “increasing incidents of vandalism” \(msn.com\)](#)

⁴⁰ See [Goal 4 | Commercial Vehicle Parking](#)

⁴¹ See Appendix B [Federal Interstate Oasis program](#)

SRA STRATEGIC PLAN: GOALS AND FOCUS AREAS

The SRA program includes information and goals based on the services, funding, and facilities available to the traveling public. Guided by purpose, five focus areas will be addressed as part of the strategic plan: safety, sustainability of operations, truck parking, resilience, and connectivity to Washington and customer needs.

	Safety Rest Area Strategic Plan: goals and focus areas
	Safety Promote road safety by providing safe locations for the public and WSDOT employees
	Financially sustainable operations Plan for appropriate levels of long-term operations and maintenance based on SRA criticality. Ensure that new and existing facilities are sustainable and support the long-term needs of the transportation system.
	Customer experience Commit to being inclusive and welcoming by enabling value-enhanced customer experiences and services that meet the changing needs of the traveling public.
	Commercial vehicles and truck parking Support the freight community by cultivating safe, legal, and clean locations with necessary services in areas that will support accident reduction, ease congestion, and improve freight mobility. ⁴²
	Resilience Build programming and facilities that support healthy communities, combat climate change, and support equitable services.






⁴² Public Safety Rest Areas alone cannot meet all truck parking needs in the state, but targeted investments can provide additional capacity to address the freight community's growing needs.

PLAN FRAMEWORK

A collaborative, data-driven plan

WSDOT's SRA program has diverse stakeholders, including Washington motorists, commercial vehicle operators and fleet managers, recreational vehicle users, WSDOT employees, volunteers, law enforcement, community, and social groups, other Washington state agencies, transportation planning partners, and other state DOTs. The focus of the engagement process was to develop a plan that was representative and inclusive of all stakeholders.

Engagement included an online open house, public surveys, internal WSDOT employee surveys, SRA visits, and open forums for comments.

	Transportation data: data collected by WSDOT's Capital Facilities office
	Prior plans, and current federal and state plans
	Stakeholder consultations
	Open house, in-person SRA interviews, stakeholder organization groups
	Public survey



Supporting resources: SRA stakeholder outreach and public survey

Appendix A⁴³ provides information on stakeholder outreach performed during the planning process, such as outreach techniques and a summary of findings from various groups.

Aligning to Washington state transportation plans

This plan establishes the Safety Rest Area organizational vision and mission and sets targets for high levels of service. It was developed using a customer-centric vision in evaluating existing services, opportunities, and considerations for the future. In addition, the planning team aligned with other relevant Washington transportation plans and resources, including the Washington State Transportation Policy Plan (WTP) – 2040 and Beyond⁴⁴, the Washington State Department of Transportation Strategic Plan⁴⁵, the 2022 Washington State Freight Plan⁴⁶, the Highway System Plan, and the HEAL (Healthy Environment for All) Act.⁴⁷

The WTP is the vision for Washington's transportation system. It contains six goals as established in RCW 47.04.280: preservation, safety, stewardship, mobility, economic vitality, and environment.

The WSDOT Strategic Plan has three goals that guide its work: Diversity, Equity and Inclusion; Resilience; and Workforce Development. The SRA program seeks to embody these goals in its everyday work and long-term goals.

⁴³ See [Appendix A Outreach and Engagement Strategies](#)




⁴⁴ [Washington State Transportation Policy Plan – 2040 & Beyond](#)

⁴⁵ [WSDOT Strategic Plan](#)

⁴⁶ [2022 WSDOT Freight System Plan](#)

⁴⁷ [WSDOT Environmental Justice Heal Act](#)

WSDOT Strategic Plan goals

	<p>Diversity, Equity, and Inclusion</p> <p>We strive to advance our culture of belonging and access so that all feel included, supported, valued, and safe.</p>
	<p>Resilience</p> <p>Plan and/or invest resources to improve our ability to mitigate, prepare for, and respond to emergencies; combat climate change; and build a transportation system that provides equitable services, improves multimodal access, and supports Washington's long-term resilience.</p>
	<p>Workforce Development</p> <p>"Be an employer of choice by hiring, training, and retaining skilled workers to meet Washington's transportation needs."</p>

SUMMARY OF GOALS AND STRATEGIES

GOAL	STRATEGIES	OUTCOMES
Safety Promote road safety by providing safe locations for the public and WSDOT employees.	<ul style="list-style-type: none"> • Develop operational & facility safety plans • Improve policies & partner for the right levels of enforcement by location • Improve drowsy driving safety outcomes 	<ul style="list-style-type: none"> • Safe locations • Safe roads • Flexible • Improved Customer Satisfaction
Financially Sustainable Operations Ensure that the Safety Rest Area Program is financially sustainable to support a multimodal transportation system	<ul style="list-style-type: none"> • Make funding decisions based on data and customer feedback • Secure financial resources to address customer needs and operational priorities • Explore partnership & new sources of funding 	<ul style="list-style-type: none"> • Financially sustainable facilities • Improved Customer Satisfaction • Ease of Use • Flexible
Customer Experience Safety Rest Area are committed to being inclusive and welcoming by enabling enriching, value enhanced customer experiences and services that meet the changing needs of the traveling public.	<ul style="list-style-type: none"> • Provide customers with the facilities and experiences they expect • Provide engaging communication with modern technology • Improve Safety Rest Area amenities 	<ul style="list-style-type: none"> • Improved Customer Satisfaction • Ease of Use • Flexible • Equity
Truck Parking Support the freight community by cultivating safe, legal, and clean locations with necessary services in areas that will support accident reduction, ease congestion, and improve freight mobility.	<ul style="list-style-type: none"> • Increase Truck Parking capacity • Improve communication • Address unique commercial driver needs 	<ul style="list-style-type: none"> • Improved Customer Satisfaction • Safe Locations • Safe Roads • Ease of Use • Equity
Resilience Build programming and facilities that support healthy communities, combat climate change, and support equitable services.	<ul style="list-style-type: none"> • Reduce Safety Rest Area Climate Impacts • Facilitate community activities • Plan for weather & natural disaster events 	<ul style="list-style-type: none"> • Sustainable Environment • Improved Customer Satisfaction • Equity

These strategies focus on addressing the short and long-term uses of SRAs and their contribution to the multimodal transportation system. WSDOT's goals are addressing improvements in safety and infrastructure while pursuing new (and preserving existing) partnerships and opportunities. To support sustainable operations, new data will be incorporated into ongoing decisions for SRA investments and improvements.

Goal 1 | Safety

Promote road safety by providing safe locations for the public and WSDOT employees.

Safety discussion

Safety Rest Areas were built to provide respite locations to support highway safety by reducing accidents. For SRAs to be effective, customers and staff must feel safe from the time they arrive until the moment they leave.

Personal safety

Personal safety has become an increasing concern for WSDOT's customers and staff at some SRA locations. The 2022 SRA public survey and internal WSDOT employee surveys indicated that safety was a top priority. In the 2022 SRA public survey, a key emerging theme was limiting unintended usage. Users suggested addressing safety with additional patrols, visible cameras, security, updated lighting, improved landscaping with clear lines of sight to the restrooms, and parking stalls as close to the buildings as possible.

Like many public spaces, SRAs experience a variety of criminal or inappropriate activity, including vandalism, graffiti, illegal trash dumping, and panhandling. These activities are costly and may leave visitors with a poor impression or a sense of risk at the locations where they are present. In some places, primarily in urban areas on the I-5 corridor⁴⁸, reports include the usage of alcohol and drugs, domestic violence, altercations, theft, weapon brandishing, and occasional shootings.

Illegal activity at SRAs isn't unique to Washington. Many states address safety through staffing, security systems, building design, and enforcement. For example, one area is using technology and cameras to support SRA enforcement. ODOT is updating some of its SRAs with cameras and license-plate readers accessible to the state patrol for safety and security purposes.⁴⁹

Some SRAs have been used for human trafficking⁵⁰ because of their proximity to transportation routes and remote locations.⁵¹ One way Washington strives to be part of the solution to end human trafficking is by leveraging the state's SRAs to raise awareness of and support for anti-human trafficking initiatives.

One of the more common safety concerns is individuals staying beyond the posted legal time limit. SRAs are intended for short-term visits that prevent drowsy driving by providing a location for travelers to stop⁵², use the facilities, and stretch and move around.

Opportunities exist to improve safety at SRAs through planning, enforcement, and updated policies. While SRAs currently operate at sufficient baseline safety standards—including providing information on the nearest emergency responders—a consistent statewide plan for SRAs aligned to facility and maintenance standards would support sharing best practices and ensure that information is readily available for new or rotational employees. Further, allowing flexibility for location-specific concerns would provide opportunities to address those needs. SRA safety could also be addressed by updating outdated rules and regulations.⁵³

Urban SRAs have safety challenges that could be more effectively addressed with new SRA formats focused on commuters and commercial truckers.

⁴⁸ Washington State Patrol SRA calls indicate that urban SRAs experience high-risk and severe situations three times more often than rural locations (data evaluated based on usage percentage totals).

⁴⁹ Ohio Department of Transportation

⁵⁰ For additional information, see Appendix B [Human Trafficking](#)

⁵¹ [The National Human Trafficking Hotline Resource Center. National Human Trafficking Resources Center 2012](#)

⁵² Commercial Drivers utilize SRAs for Federally mandated breaks.

⁵³ [WAC 468-32-010](#) Rest Area Rules were last updated in 1995. See Appendix B Clarification of Federal and State Laws.

Statewide SRA safety facility plans could provide opportunities for addressing equipment upgrades⁵⁴ that support enforcement and updating and implementing SRA-specific safety training focused on personal safety and human trafficking.

Highway safety

SRAs were built to improve highway safety by providing a place for travelers to stop, stretch and move around, and use facilities during their travels, thus reducing the number of drowsy and distracted drivers on the road. In Target Zero, the Washington State Strategic Highway Safety Plan, the Washington State Traffic Safety Commission reported that distracted drivers accounted for 30.4 percent of fatal accidents and 29.6 percent of serious injuries, while drowsy drivers were linked to 2.7 percent of fatal accidents and 3.6 percent of serious injuries.⁵⁵ Because drowsy driving is self-reported, the number of drowsy-driving incidents is underrepresented. As well, there is no universally accepted definition of fatigue.⁵⁶ Research suggests that fatigue may factor in 20-30 percent of accidents.⁵⁷

Drowsy drivers are dangerous drivers. A driver who has been awake for 18 hours experiences cognitive impairment like a driver with a blood alcohol content (BAC) of .05. After 24 hours of being awake, their level of impairment is closer to a BAC of .10 or higher.⁵⁸ Studies have identified three principal at-risk groups among drivers: males ages 16-29, shift workers, and individuals with sleep problems.⁵⁹ Some of the most effective ways of reducing drowsy driving include the consumption of caffeine and taking a short nap.

Washington State University completed a 2023 Washington SRA Site Evaluation, which showed that SRAs contributed to a reduction of 2.94 accidents per SRA.⁶⁰ WSDOT's SRAs are estimated to provide \$159 million in annual financial savings based on accident reduction.⁶¹

To improve highway safety, ensuring that parking availability is maximized at SRAs that have the greatest effect on highway safety is essential. Education is also crucial in reducing drowsy-driving accidents. Educational materials and campaigns that focus on the most at-risk drivers will help ensure that drivers are aware of the impacts of drowsiness and ways that they can help reduce their risk for accidents.

⁵⁴ Examples of equipment upgrades include new/updated security cameras, fencing or building access technology.

⁵⁵ [Washington State Strategic Highway Safety Plan](#). 2019

⁵⁶ University of California, Berkeley. [Rest Areas – Reducing Accidents Involving Driver Fatigue](#). 2009

⁵⁷ Safety and Economic Impacts of Texas Travel Information Centers.
<https://ftp.dot.state.tx.us/pub/txdot-info/trv/travel-industry/safety-economic-impact-rpt.pdf>

⁵⁸ [NCSDR/NHTSA Expert Panel on Driver Fatigue & Sleepiness; Drowsy Driving and Automobile Crashes, Report HS 808 707, 1998](#)

⁵⁹ Ibid

⁶⁰ See [Appendix B WA State SRA site evaluation study](#)

⁶¹ See [Appendix B Crash Costs](#)

Safety strategies

S1	Update operational and facility safety plans.
	Recommendations
S1.1	Revise statewide SRA facility safety plans to address statewide consistency and individual location security plans to address location-specific concerns.
S1.2	Test new SRA formats and design elements that reduce unintended usage.
S1.3	Enhance onsite safety program as needed with equipment upgrades and expanded enforcement.
S1.4	Update and implement a safety training program to support SRA staff.
S2	Expand enforcement policies and partnerships.
	Recommendations
S2.1	Update and post new SRA parking and usage rules.
S2.2	Revisit and, if possible, revise policy and laws to strengthen safety enforcement.
S2.3	Prioritize the elimination of human trafficking in Washington with continued partnership, prevention, and outreach.
S2.4	Evaluate existing parking time limits by location type to determine how best to support personal and highway safety and revise as needed.
S3	Improve drowsy-driving safety outcomes.
	Recommendations
S3.1	Maximize parking availability at SRAs with the greatest effect on highway safety in support of Target Zero's ⁶² focus on drowsy driving.
S3.2	Tailor education and marketing campaigns about the effects of drowsy driving to high-risk drivers.
S3.3	Enlist partners to create materials for distribution at SRAs encouraging activities that reduce the effects of drowsy driving.

⁶² Target Zero. [Washington State Strategic Highway Safety Plan](#). 2019

Goal 2 | Financially sustainable operations

Ensure the Safety Rest Area program is financially sustainable to support a multimodal transportation system.

Financially sustainable operations discussion

The sustainability of the SRA program is dependent on funding. SRAs receive initial investments when facilities are constructed and ongoing financial support for operations, maintenance, and preservation. Given how long ago most SRAs were built, many are at the end of their useful life and in glaring need of repair or, in some cases, replacement. The 2021 SRA condition assessment indicated that 87 percent of SRAs were in critical condition, and 28 SRA buildings will be at least 50 years old in the next five years.⁶³ The aging and declining infrastructure makes financial sustainability more important than ever. The program will need funding to renovate or replace aging infrastructure or possibly be faced with the difficult decision of closing aging buildings (at least temporarily) until critical infrastructure improvements can be made.

For those who have traveled along the East Coast and stopped at SRAs in such states as New Jersey, Maryland, and Delaware—where many locations provide amenities such as gas stations and restaurants—the differences between those and Washington’s are striking. The 1956 law that established SRAs prohibited commercialization, noting “the absence of commercial services means motorists can stop without any pressure to make purchases.” Facilities built before the 1956 law were grandfathered in: Their existing services and facilities can lease space to support the ongoing maintenance and capital improvements of their SRA facilities. Meanwhile, almost all WSDOT SRAs are limited by this federal law.⁶⁴

Washington’s SRAs have very few opportunities for revenue generation. Existing laws and regulations make creating partnership and funding options almost impossible.

However, there are ways to support the financial needs of SRAs or expand existing customer services:

- Using existing WSDOT transportation funding.
 - This solution may include trade-off decisions for other critical transportation projects. Current Move Ahead Washington funding levels do not cover significant improvements for SRAs.
- Exploring existing and future partnerships.
 - Public-private partnerships (P3s)⁶⁵ have limited applications in WSDOT’s SRAs, given that few locations qualify under current law. SRA partnerships typically generate minimal revenue and may face strong opposition from business owners and local governments. The state could seek changes to laws to reduce the barriers for private party entry in P3 programs. In the last decade, there have been many attempts to overturn the federal ban on commercialization at SRA’s, but they have not been successful.⁶⁶
 - While it has very few locations nationally, the federal Interstate Oasis Program allows private firms to provide access to facilities close to interstate highways in exchange for signage along the highway. This program may offer additional stopping locations for travelers with limited costs to the state. The program would need to be developed in Washington.

⁶³ See [Appendix B Condition Assessments](#)

⁶⁴ See [Appendix B Value-added service](#)

⁶⁵ See [Appendix B Public-Private Party Partnerships \(P3\)](#)

⁶⁶ [Coalition Speaks Out Against Rest Stop Commercialization. 2/14/2012. Convenience Store News](#)

- Existing partnerships for vending with Services for the Blind could be further developed. While vending space is leased to Services for the Blind, per RCW 47.12.120⁶⁷ funding is deposited in the department's advance right-of-way revolving fund and not directed toward the SRA program.
- Seeking SRA sponsorship and advertising.
 - WSDOT's SRAs currently partner with StoreyCo⁶⁸ to provide travel kiosks at SRAs. While this is a benefit for travelers and the space is leased to StoreyCo per RCW 47.12.120⁶⁹, the funding is deposited in the department's advance right-of-way revolving fund and not directed toward the SRA program.
 - Sponsorship may yield additional funding for maintenance and operations but would not support the existing facilities' long-term improvement and replacement needs.
- Seeking grant opportunities.
 - Grants⁷⁰ offer the opportunity to expand customer benefits at SRAs related to history, sustainability, recreation, or the outdoors. However, funding would not cover the costs of the long-term needs, operations, or maintenance of existing locations.
- Evaluating the RV sanitary disposal system services⁷¹ and funding structure.
 - SRAs provide 20 RV sanitary dump station locations across the state. A \$3 tab fee is collected from users that support the program. The fee was last increased in 1996 and does not currently support the increasing operational costs⁷² associated with providing the service. No major changes have been made to the program's operations since its inception in the 1980s. The program will need to complete a comprehensive evaluation, including work sessions with RV stakeholders, to determine whether there are better operational methods that would support users in a financially sustainable way.

For the SRA program to support sustainable operations, it must secure financial resources to address customer needs and operational priorities. This will be done by raising awareness of critical funding needs, which will be communicated through the Capital Facilities Asset Management Plan. The program will explore opportunities for partnerships for new sources of funding. Also, existing federal and state laws may need to be revisited⁷³, and possibly updated to enable partnerships and funding that could be directed toward SRA improvements.

WSDOT will look to use data in new ways to make decisions. This data will consider how each location supports customers, the highway system, and the mission of SRAs through program weights. These data- and location-driven program measures will prioritize SRA improvements to the needs of highway system users. Long-range plans based on funding availability must be developed to address the number of assets reaching the end of their useful life. The program now faces a time when its locations simultaneously need major improvements to continue to operate safely and efficiently, and decisions will need to be made to ensure that available funds are spent on the most critical locations and needs.

⁶⁷ See [Appendix B Federal and State Laws- SRA Vending and Advertising](#)

⁶⁸ See [Appendix B StoreyCo](#)

⁶⁹ See [Appendix B Federal and State Laws- SRA Vending and Advertising](#)

⁷⁰ See [Appendix B Grants](#)

⁷¹ See [Appendix B RV Sanitary Dumps](#)

⁷² Sewer rates are on the rise. SeaTac's sewer rates in 2008 had a base rate of \$20.76 and a consumption rate of \$1.79. In 2023, the base rate is \$42.32, and the consumption rate is \$4.44.

⁷³ See [Federal Laws](#)

Financially sustainable strategies

F1	Make funding decisions based on data and customer feedback.
	Recommendations
F1.1	Develop data-driven program measures that support SRA location prioritization based on the critical needs of the program.
F1.2	Analyze customer feedback and use it to inform funding and investment decisions.
F1.3	Audit RV sanitary stations ⁷⁴ to identify customer needs and develop models for costs and funding to ensure a financially sustainable, long-term program.
F2	Secure financial resources to address customer needs and operational priorities.
	Recommendations
F2.1	Raise awareness of critical SRA funding needs.
F2.2	Develop a strategic, scalable long-range SRA improvement plan prioritized by need and based on funding availability.
F2.3	Upgrade or replace aging facilities. Maintain or upgrade infrastructure, including water, sewer, and electrical, to ensure safe operations.
F2.4	Optimize federal and state grant opportunities.
F3	Explore partnerships and new sources of funding.
	Recommendations
F3.1	Seek new funding opportunities that will support a long-term, financially sustainable program
F3.2	Explore opportunities for service expansion or replacement outside of highway right of way that could support efficient program investment.
F3.3	Grow partnerships with other states to seek changes to federal laws that limit the ability to provide customers with services that support their needs.

⁷⁴ See [Appendix B Recreational Vehicle Users](#)

Goal 3 | Customer experience

The Safety Rest Area program is committed to being inclusive and welcoming by enabling enriching, value-enhanced customer experiences and services that meet the changing needs of the traveling public.

Customer experience discussion

Washington's SRAs often provide one of the first impressions that visitors may have upon stopping when they enter from bordering states or Canada. They can set a tone for what visitors might expect throughout the state and provide an opportunity to educate travelers about the parts of the state through which they are traveling.

Customer experience is critical to SRA operations. For decades WSDOT's SRAs have been locations for customers to stop, rest and recharge on their travels. Travelers are likely to stop more often if they have facilities at which they enjoy stopping, providing effective safety countermeasures for distracted and drowsy driving.

SRA staff are regularly asked questions by tourists traveling to and through the state. They are trained to provide pleasant customer service but are limited in the types of questions they can answer – for instance, despite frequent questions about places or sights to visit, they cannot offer endorsements of specific options. Opportunities exist to enhance tourism throughout the state to support commerce in the surrounding communities. Many SRAs provide a traveler information center with brochures about local tourist opportunities alongside highway and community efforts. Modernizing the experience and addressing network and communications capabilities would support providing real-time traveler updates and current information about the beautiful state they are visiting.

It is vital that the state continue to collect customer-experience data. With updated technology, customers could provide regular feedback as they visit locations through short surveys. This data could then be used to support the operational and planning process. The information from the strategic plan will be used to develop other operational standards and a statewide training program to support consistent customer experiences at every SRA location.

Inclusivity

SRAs must be inclusive and supportive of every visitor who stops to utilize the facilities. Most locations were built in the 1970s, and those facilities simply aren't designed to accommodate some of the needs of modern travelers. In addition, signage is often outdated and in need of replacement. When renovating and remodeling facilities, facilities should be designed to include all users and provide additional safety and accessibility options.

It is important to consider design features that create a sense of inclusivity and safety for all users. All locations meet the Americans with Disabilities Act (ADA) accessibility guidelines⁷⁵, yet they do not feel inclusive to all users. In a 2022 SRA customer survey⁷⁶, respondents recommended providing additional accessibility features such as adult changing tables, door hand controls, and increasing the number of accessible stalls.

Gender represents a significant inclusivity gap. Users recommended addressing gender-specific needs by providing more family-friendly and gender-neutral facilities. Single parents traveling with children feel uncomfortable sending children of the opposite sex into restrooms without supervision. Transgender people would feel safer with access to gender-neutral bathrooms and visible external cameras.⁷⁷ Many facilities were not designed for women who might be traveling alone. Feedback from users was that they would like to have parking as close to restroom buildings as possible, with no landscaping blocking the view from parking lots.

There is an opportunity to complete a statewide audit on accessibility barriers and challenges by location. For example, the Virginia Department of Transportation gathers ADA information for its SRAs by duplicating the federal inspection checklist in a user-friendly mobile application, allowing for an interactive process with users at

⁷⁵ See [Appendix B Americans with Disabilities Act \(ADA guidelines\)](#)

⁷⁶ See [Appendix A Inclusivity data](#)

⁷⁷ See [Appendix B Addressing gender](#)

individual locations. That information is then collected and stored in interactive dashboards within ArcGIS⁷⁸.

SRAs also represent storytelling and learning opportunities. While there are historical markers at some SRAs in Washington, in some cases they lack important landmarks such as historical and cultural information about the Native Nations nearby.

Customers and community involvement

Community programs add value as they add a sense of place and safety to SRAs. Feedback from the customer survey and in-person interviews indicated that visitors were less excited about a free cup of coffee than they were about the smiling face providing the coffee itself. Positive customer experiences that make visitors feel welcome, whether it is a free cup of coffee or helping with a community garden, should be a top priority. The SRA program has had free coffee volunteers since the 1980s but has experienced lower participation levels following the program's COVID-related closure.⁷⁹ In the 2022 customer survey, when asked about volunteer opportunities in which users would be interested in participating, litter removal was the most popular option.⁸⁰

Other states support community involvement through a variety of programs at their SRAs. Illinois partners with Community Support Systems in a program with its Department of Human Services.⁸¹ California is now offering incentives to volunteer groups, including \$250 for litter pickup to help maintain their roads.⁸² Michigan State University and its Master Gardener Volunteer projects have designed and installed several flower displays at SRAs and hosted events to promote them.⁸³ To support additional community activities, resources are needed to streamline and scale participation.⁸⁴

People living unsheltered at Safety Rest Areas

Homelessness is a systemic, nationwide issue whose effects are evident in Washington including state rights of way and SRAs. There are many root causes at play, including unemployment, poverty, physical and mental health issues and addiction, but the overarching need to move people on the path to safe, stable housing is affordable housing.⁸⁵

As a transportation agency, WSDOT does not have the staff, resources, or expertise to address the underlying causes of homelessness alone – and so must work with various partners including local governments, social service outreach and law enforcement.⁸⁶

The SRA program is committed to being inclusive and welcoming by enabling enriching, value-enhanced customer experiences and services that meet the changing needs of the traveling public. As the program shifts to meet those needs, WSDOT seeks to build safety and community within SRAs by ensuring that they are welcoming to all. This can be done by:

- Connecting individuals in need of support with statewide 211 resources.
- Supporting inclusive SRAs with features and amenities that welcome all users. As locations are renovated or replaced, they will incorporate updated, modern features that address the traveling public's needs.
- Support the community within SRAs with volunteer programs that are supportive of local communities and equity.

⁷⁸ [Measuring VDOT Safety Rest Area Compliance](#). Timmons Group GIS. 2016

⁷⁹ See [Appendix B Free coffee program](#)

⁸⁰ See [Appendix B Community involvement](#)

⁸¹ Community Support Services <https://csscares.org/community-integration-services/>

⁸² Caltrans Launches New Program Offering Volunteers up to \$250 for Highway Litter Removal as Part of Clean California. 2021 <https://dot.ca.gov/news-releases/news-release-2021-031>

⁸³ See [Appendix B Community involvement](#)

⁸⁴ Additional research would need to be completed on community activities of interest to ensure that they align with existing state laws and RCW 41.06.380

⁸⁵ Support for homelessness with the state's right of way, including SRAs, must come from a multi-agency response.

⁸⁶ Washington State Department of Transportation. [Public Health Associated with Homeless Encampments on Department Owned Rights of Way](#). Nov 2022

Customer experience strategies

C1	Provide customers with the facilities and experiences they expect.
	Recommendations
C1.1	Create consistent statewide SRA experiences with new operational standards and training opportunities based on location type (urban or rural).
C1.2	Conduct ongoing SRA surveys to benchmark experiences related to safety, cleanliness, parking, and other services.
C1.3	Leverage customer feedback into data- and experience-driven operational, planning, and funding decisions.
C2	Provide engaging communication with modern technology.
	Recommendations
C2.1	Utilize SRAs as storytelling opportunities to share the history, culture, land acknowledgements of Tribal Nations, and the natural beauty of Washington.
C2.2	Address network and communications capabilities at existing SRAs to better support engagement with the public.
C3	Prioritize the improvement of SRA services and amenities.
	Recommendations
C3.1	Complete a statewide audit on inclusivity barriers including accessibility challenges by location. This will include recommendations beyond the 2008 ADA audit and legal requirements.
C3.2	When renovating or replacing facilities, modernize facilities to ensure they support all users' needs.
C3.3	Strive for consistent customer experiences through community and agency partnerships.
C3.4	Install SRA signage where necessary to ensure equal representation for all users.
C4	Facilitate community activities.
	Recommendations
C4.1	Ensure that statewide policies and guidance for community activities at SRAs support inclusion and revise them if needed.
C4.2	Develop an efficient, simple volunteer intake process that removes barriers to participation and promotes volunteer and community activities.
C4.3	Offer new and engaging opportunities to support efforts that foster safe, sustainable, and litter-free SRAs.
C4.4	Install SRA signage where necessary to ensure equal representation for all users.

Goal 4 | Commercial vehicle parking

Support commercial vehicle drivers by cultivating safe, legal, and clean locations with necessary services in areas that will support accident reduction, ease congestion, and improve freight mobility.

Commercial vehicle parking discussion⁸⁷

Just as it is a challenge nationally, Washington lacks adequate safe, reliably available commercial truck parking, especially along major corridors. Public SRAs alone cannot meet all the truck parking needs in the state – but the strategic planning process, followed by targeted investments, could provide additional capacity to address the freight community’s growing needs.

In Washington, commercial trucks move more than \$40 million in goods and services every hour.⁸⁸ When trucks do not have adequate access to truck parking, it creates safety concerns, affects the environment, and hurts Washington’s economy.

Truck parking is not a new concern. In a national 2019 Jason’s Law Truck Parking update, 75 percent of truck drivers reported problems finding safe parking one or more times per week. Truck drivers in Washington state face similar difficulties finding truck parking. Among respondents that participated in WSDOT’s 2016 Washington State Truck Parking Study survey, 60 percent indicated taking an hour or longer to find overnight truck parking. The 2022 SRA customer survey indicated that a lack of truck parking causes drivers to take more safety risks by parking in undesignated and unsafe locations, and crash data indicates that injury and fatal truck accidents near SRAs are on the rise.⁸⁹ Sixty-five percent of respondents parked on a highway ramp or shoulder when they could not find parking in SRAs.⁹⁰

The SRA truck parking analysis evaluated results from previous work in the 2021 Washington State Truck Parking Workshop⁹¹, the 2021 Washington State Joint Transportation Committee recommendations⁹², and the 2022 Washington Truck Parking Assessment⁹³ and included results specific to SRAs as part of the plan. These results were evaluated and connected to the 2022 SRA customer survey and SRA facility data.

The findings indicated the following:

- Additional truck parking is needed at both SRAs and truck stops in Washington.
- Competition between trucks and RVs for parking at SRAs has become a concern for commercial trucks.⁹⁴
- Commercial truck drivers would like to see more of the amenities they see in rest areas in other states, such as ample parking for their larger trucks, pet areas, more vending options, availability of water bottle filling stations, hot water stations for instant foods, and up-to-date facilities.⁹⁵
- Users were very appreciative of staff but also concerned with overall communication. Drivers indicated concerns with staying up to date with temporary closures and ensuring that information was easy to find. They would appreciate live updates at each location, including travel times between locations and location closures.⁹⁶

⁸⁷ For additional information see [Appendix B Commercial Trucks](#)

⁸⁸ Washington Council on International Trade. <https://wcit.org/>

⁸⁹ For additional information, see [Appendix B Commercial truck crash data](#)

⁹⁰ See [Appendix A - Commercial truck drivers](#). This is consistent with the findings from the 2022 Truck Parking Assessment.

⁹¹ [2021 Washington State Truck Parking Workshop](#). WSDOT. June 2021

⁹² [WA JTC Truck Parking Action Plan](#). Dec 2021. Action Plan Supplement ([wa.gov](https://www.wa.gov))

⁹³ [2022 WSDOT Freight System Plan- Appendix H: Washington Truck Parking Assessment](#). 2022

⁹⁴ This was a recommended opportunity from the 2021 WA State Truck Parking Workshop and comments from truck drivers in the 2022 SRA customer survey.

⁹⁵ See [Appendix A - Commercial truck drivers](#)

⁹⁶ See [Appendix A - Commercial truck drivers](#)

- Safety was a common theme, and 42 percent of drivers indicated they were unsatisfied with safety and security. Commercial truck drivers would like to see safety addressed with additional law enforcement visibility and updated facilities.⁹⁷
- The SRA truck parking analysis identified Smokey Point NB/SB, Silver Lake SB, Sea-Tac NB, and Gee Creek NB/SB as high-potential options for truck parking expansion opportunities.⁹⁸ Additional locations for further assessment of truck parking changes include Maytown SB, Scatter Creek NB, Sprague Lake EB/WB, Ryegrass EB/WB, and Schrag EB/WB.⁹⁹

WSDOT recognizes the importance of commercial truck drivers and the need to increase available parking. The strategies outlined below are a guide, and their efforts will be led by several WSDOT divisions. The three strategies addressing commercial truck driver needs include increasing truck parking capacity, improving communications, and addressing the specific needs of truck drivers.

Increasing truck parking may include a change to existing formats of SRAs and will involve tradeoff decisions between existing SRA users. If a decision is reached to convert any SRAs to truck-only locations,¹⁰⁰ ongoing maintenance will still be required. Improving communications and enabling real-time information will require network updates at existing facilities, an effort that would also support Truck Parking Information Management Systems. Addressing some of the specific needs of truck drivers may align with additional user groups even though they vary from those of standard auto and RV drivers.

⁹⁷ See [Appendix A Commercial Truck Drivers Feedback](#)

⁹⁸ These SRAs are located along freight corridors with the highest congestion; have ample water rights or the availability of municipal water to support expansion; and have concerns with undesignated parking in the area, indicating a need for additional truck parking.

⁹⁹ Schrag is currently experiencing water nitrate concerns which may impact the long-term viability of this location.

¹⁰⁰ See [Appendix B Truck-only parking facilities](#)

Commercial vehicle strategies

CV1	Increase truck parking capacity.¹⁰¹
	Recommendations
CV1.1	Pilot alternative SRA formats to increase truck parking spaces, such as urban SRA locations or truck-only parking locations.
CV1.2	Evaluate opportunities for expanded truck parking opportunities at SRAs and adjacent property.
CV1.3	Support and elevate private commercial truck parking locations through partnership with WSDOT's Rail, Freight, and Ports division.
CV1.4	Reduce RV and commercial truck parking competition with clear parking limits for both RV and commercial truck users.
CV2	Expand technology capabilities.
	Recommendations
CV2.1	Expand network capabilities at existing SRAs to incorporate cameras, Truck Parking Management System (TPMS), and security and enforcement, as needed.
CV2.2	Cultivate partnerships to expand TPMS to cover remaining SRAs on critical freight routes with limited access to alternative locations.
CV3	Address specific commercial driver needs.
	Recommendations
CV3.1	Work closely with the trucking industry to foster support for initiatives related to health and well-being, the safety of female drivers, and human trafficking awareness training.
CV3.2	Incorporate feedback from commercial truck drivers and customer surveys to update design guidelines.

¹⁰¹ Public Safety Rest Areas alone cannot meet all truck parking needs in the state, but targeted investments can provide additional capacity to address the freight community's growing needs.

Goal 5 | Resilience

Build facilities that sustain healthy communities, combat climate change, and provide equitable services.

Resilience Discussion

Washington is already feeling the impacts of climate change on its ecosystems. SRAs have an essential role in reducing the effects of environmental changes and improving sustainability for the future. Focus areas for SRAs include reducing the environmental impacts caused by SRAs, facilitating community sustainability activities and education, and planning for weather events and natural or manmade disasters.

Sustainability efforts

Sustainability at SRAs is an essential, growing focus. WSDOT implemented several sustainable upgrades at SRAs in 2020, including replacing toilets with low-flow¹⁰² options and LED lighting.¹⁰³

More sustainability upgrades are possible with operational and process changes or, when locations are modified, design features. It should be noted that some upgrades could be challenging due to costs and the remote locations of some SRAs.

Across the country, sustainable practices such as green and LEED building concepts, operational changes, and public education have been incorporated into the SRA programs. For example, in Florida, North Carolina, Colorado, Georgia, and Vermont¹⁰⁴ SRAs were either constructed or renovated to reduce energy usage and minimize environmental impacts while saving money.¹⁰⁵

Most sustainable strategies incorporated into SRA design are like those used in other buildings. SRAs differ from them in a few key areas:

- SRAs have large parking lots and large impervious surfaces. Pavement material and landscaping that address stormwater runoff, ongoing maintenance, and water usage are essential.
- Most SRA users visit locations in under 15 minutes. Visitors can be kept comfortable using passive lighting, heating, cooling, and minimal energy usage.
- Washington SRAs use more than 46 million gallons of water per year¹⁰⁶ – more than 75 percent of SRA visitors stop to use the facilities. Addressing water usage and conservation will produce substantial, lasting benefits.

The next step is developing a statewide sustainability framework for SRAs and aligning measures to track improvements.¹⁰⁷ Given the storytelling opportunities that SRAs provide, locations can further efforts by providing information about how WSDOT supports sustainability and things that individuals can do at home to help.

Resilient operations

Many WSDOT SRAs are located along roadways that were part of WSDOT's climate vulnerability assessment and would be vital to supporting operations during a crisis.

As COVID-19 demonstrated, an unplanned emergency that shuts down public restrooms can leave essential service

¹⁰² Some locations are limited by the existing septic system and are unable to support low-flow design toilets.

¹⁰³ Sustainability data has not been collected to evaluate improvement impacts or to benchmark each location's performance.

¹⁰⁴ See [Appendix B Peer State Sustainability Review](#)

¹⁰⁵ [U.S. Department of Transportation. Sustainable Rest Area Design and Operations. October 2017](#)

¹⁰⁶ Estimated 2021 SRA gallons used is 46.8 million.

¹⁰⁷ WSDOT sustainability work is completed in several areas of WSDOT, and the framework would outline and summarize organizational practices specific to SRAs.

providers such as commercial truck drivers in need of facilities. SRAs become essential when public locations cannot open due to unplanned events. During a crisis, SRAs can provide restrooms, potable water, parking, and electricity.

SRAs could serve as staging areas to support on-demand needs for WSDOT staff and essential service providers in an emergency. To plan for weather events, Florida now has generators at SRAs for use during power outages that first-responders can also use during emergency situations.¹⁰⁸ Texas, Florida, Mississippi, and Louisiana also use their facilities for hurricane evacuation and staging fuel trucks.

Texas SRAs in tornado-prone areas now have tornado shelters¹⁰⁹ built to FEMA guidelines as part of their designs. They also incorporate information depicting the area's historical tornadoes, increasing travelers' awareness of their risk.

One important reason Washington SRAs would benefit from utilizing generators: when power goes out, sites utilizing well water lose their ability to provide potable water and must be closed until water safety tests can be performed.

SRAs are important in supporting sustainable activities and providing essential services during emergencies and public health crises. WSDOT aims to prepare for the future by "building facilities that sustain healthy communities, combat climate change, and provide equitable services."

Resilience Strategies

R1	Reduce SRA environmental effects.
	Recommendations
R1.1	Develop statewide SRA sustainability framework.
R1.2	Expand opportunities to minimize energy usage and conserve resources.
R1.3	Increase sustainability education and outreach by demonstrating and promoting meaningful measures at each SRA.
CV2	Plan for weather events and natural or manmade disasters.
	Recommendations
R2.1	Implement policies and guidance for SRAs tailored to support resiliency-planning effectiveness.
R2.2	Partner with 211, Washington's database of community and emergency-response resources, to incorporate signage and informational resources within SRAs to support crisis response and natural and manmade disaster evacuations.
R2.3	Update facility infrastructure on critical resiliency routes to ensure that SRAs remain open and available in times of crisis or disaster.

¹⁰⁸ Assessment of Colorado Department of Transportation Rest Areas for Sustainability Improvements and Highway Corridors and Facilities for Alternative Energy Use. 2011

¹⁰⁹ FEMA. <https://www.fema.gov/sites/default/files/2020-07/rest-areas-tornado-safety.pdf>

CONCLUSION

The Safety Rest Area program has a proud history of providing welcoming, customer-friendly locations that support safety across the state for more than 75 years. The safety of SRA customers and WSDOT employees are at the heart of our operations. WSDOT's strategies focus on the future and sustaining services that travelers from near and far have come to rely on.

It's WSDOT's intention to create SRA locations that support safety, commerce, freight movement, and equitable and engaging experiences that reflect the values of Washington travelers. The successful implementation of the 2023 SRA Strategic Plan will involve data-driven decisions and a higher level of integration of the SRA program across WSDOT, the customers and communities WSDOT SRAs serve, and agency partners. To accomplish these goals, WSDOT's SRA program will need support to overcome barriers, including insufficient funding, resource constraints, program capacity, and changes to existing laws that don't align with customer needs.

This plan begins another 75 years of providing the public with welcoming, safe, and operational Safety Rest Area locations on their travels.

RESOURCES & GLOSSARY

Term	Definition	Additional Resources
AADT	Annual average daily traffic	https://www.fhwa.dot.gov/policyinformation/tmguidetmg_2013/glossary-of-terms.cfm
AADTT	Annual average daily truck traffic	https://www.fhwa.dot.gov/policyinformation/tmguidetmg_2013/glossary-of-terms.cfm
AASHTO	American Association of State Highway and Transportation Officials. Formerly known as AASHO, American Association of Highway Officials. The name was changed on November 13, 1973.	https://www.transportation.org/wp-content/uploads/2021/01/2021-Media-Guide.pdf
Accessibility	A person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and integrated manner, with substantially equivalent ease of use.	
ACFR	Annual comprehensive financial reports	
ADA	Americans with Disabilities Act	https://www.ada.gov/
ADAAG	Americans with Disabilities Act accessibility guidelines	https://www.ada.gov/law-and-regs/design-standards/
ADEQ	Arizona Department of Environmental Quality	https://www.azdeq.gov/
ADOT	Arizona Department of Transportation	https://azdot.gov/
ADT	Average daily traffic	
AGFD	Arizona Game and Fish Department	https://www.azgfd.com/
ASL	Alternate service location	
ASLD	Arizona State Land Department	https://land.az.gov/
ASO	Alternative stopping opportunities	
BLM	Bureau of Land Management	https://www.blm.gov/
BNSF	Burlington Northern Santa Fe	https://www.bnsf.com/
Camper	A structure designed to be mounted upon a motor vehicle which provides facilities for human habitation or for temporary outdoor or recreational lodging and which is five feet or more in overall length and five feet or more in height from its floor to its ceiling when fully extended.	46.04.085

Term	Definition	Additional Resources
Capital assets	Real and personal property used in operations above a specified value that the government intends to use or keep for more than one year. Capital assets include land and land rights; buildings and their furnishings, fixtures, and furniture; infrastructure assets; and tangible assets such as equipment, machinery, vehicles, and tools.	
CCDOT	Caltrans California Department of Transportation	https://dot.ca.gov/
CCTV	Closed-circuit television	
CFR	Code of Federal Regulations	
Climate and Economic Justice Screening Tool	A tool created to identify communities experiencing burdens related to climate change, energy, health, housing, legacy pollution, transportation, water and wastewater, and workforce development.	https://screeningtool.geoplatform.gov/en/#3/56.53/-125.56
CPDM	Capital Program Development and Management Division	
Crash	An event that produces injury and/or serious property damage, involves a motor vehicle in transport, and occurs on a trafficway or while the vehicle is still in motion after leaving the trafficway.	
DHF	Design hourly function	
Distracted driver	A driver engaging in any activity that diverts attention from driving including talking or texting, eating or drinking, conversing with people in the vehicle, or adjusting the entertainment or navigation systems – anything that takes attention away from the task of safe driving.	
DMS	Dynamic messaging sign	
DOT	Department of transportation	
EB	Eastbound	
EJ	Environmental justice	
EPA	Environmental Protection Agency	https://www.epa.gov/
Fatality rate	The ratio of the total number of fatalities to the number of vehicle miles traveled (VMT, in ### VMT) in a calendar year.	
Fatigue	A result of physical or mental exertion that impairs performance.	
FCC	Federal Communication Commission	https://www.fcc.gov/
FDOT	Florida Department of Transportation	https://www.fdot.gov/
FEMA National Risk Index	A tool used to identify communities most at risk to natural hazards.	https://www.fema.gov/flood-maps/products-tools/national-risk-index
FHWA	Federal Highway Administration	https://highways.dot.gov/

Term	Definition	Additional Resources
FMCSA	Federal Motor Carrier Safety Administrator	
GIS	Geographic Information System	
Heavy truck	A commercial-motor vehicle having an unloaded weight of three tons or more or a loaded weight of five tons or more; but does not include a passenger vehicle, an ambulance, or any police or fire department vehicle.	
HOS	Hours of service	
IFMA	International Facility Management Association	https://www.ifma.org/
ITD	Idaho Transportation Department	https://itd.idaho.gov/
LTE	Long-term evolution	
MNDOT	Minnesota Department of Transportation	https://www.dot.state.mn.us/
Motor home	Motor vehicles originally designed, reconstructed, or permanently altered to provide facilities for human habitation, which include lodging and cooking or sewage disposal, and is enclosed within a solid body shell with the vehicle, but excludes a camper or like unit constructed separately and affixed to a motor vehicle.	RCW 46.04.305
MP	Milepost	
MPD	Multimodal Planning Division	
MUTCD	Manual on Uniform Traffic Control Devices for Streets and Highways	https://mutcd.fhwa.dot.gov/
NAAQS	National Ambient Air Quality Standard	https://www.epa.gov/criteria-air-pollutants/naaqs-table
NATSO	National Association of Truck Stop Operators	https://www.natso.com/
NB	Northbound	
NDOT	Nevada Department of Transportation	https://www.dot.nv.gov/
NMDOT	New Mexico Department of Transportation	https://www.dot.nm.gov/
NRCS	Natural Resources Conservation Service	https://www.nrcs.usda.gov/
NWP	Nationwide permit	
PHS on the web map	Priority Habitats and Species: a tool used to identify endangered species and habitats throughout the state of Washington.	https://geodataservices.wdfw.wa.gov/hp/phs/
PMT	Project management team	
RCW	Revised Code of Washington	
ROW	Right-of-way or right of way	
Rural	Any area not defined as “urban”	
SB	Southbound	
SD	Standard deviation	
SDDOT	South Dakota Department of Transportation	https://dot.sd.gov/

Term	Definition	Additional Resources
Serious injury	Any severe injury including skull fractures, internal injuries, broken or distorted limbs, unconsciousness, severe lacerations, or severe burns that renders the person unable to leave the scene without assistance.	
SHOPP	State Highway Operation and Protection Program	https://catc.ca.gov/programs/state-highway-operation-and-protection-program
Social Vulnerability Index	A tool used to identify communities most at risk to human suffering and financial loss in a disaster.	https://www.atsdr.cdc.gov/placeandhealth/svi/index.html
State of good repair	The condition for an asset or facility to operate at a sufficient level of performance resulting from controlled maintenance pursuant to operating procedures; maintenance manuals; and applicable federal, state, and local code and health department standards.	
TAC	Technical advisory committee	
Target Zero	Washington's goal of zero deaths and zero serious injuries on roadways by 2030.	https://targetzero.com/
Target Zero Priority Level One	Factors occurring in at least 25 percent of total fatalities (e.g., impairment, distraction, speeding).	
Target Zero Priority Level Two	Factors occurring in less than 25 percent of total fatalities (e.g., unrestrained occupants, pedestrians and bicyclists, motorcyclists).	
TPAS	Truck Parking Availability System	
Travel trailer	A trailer built on a single chassis transportable upon the public streets and highways that is designed to be used as a temporary dwelling without a permanent foundation and may be used without being connected to utilities.	RCW 46.04.623
TSM&O / TSMO	Transportation Systems Management and Operation	
TxDOT	Texas Department of Transportation	https://www.txdot.gov/
UDOT	Utah Department of Transportation	https://www.udot.utah.gov/
UPRR	Union Pacific Railroad	http://www.up.com/
Urban	A geographic area fewer than 10 miles from a population center of 30,000 people or more.	https://en.wikipedia.org/wiki/United_States_Code
USC	United State Code	
USFS	United States Forest Service	https://www.fs.usda.gov/
USFWS	United States Fish and Wildlife Service	https://www.fws.gov/
Vehicle miles traveled	The total annual miles of vehicle travel.	
WB	Westbound	
WDFW	Washington Department of Fish and Wildlife	https://wdfw.wa.gov/
WSDOT	Washington Department of Transportation	https://wsdot.wa.gov/

FEDERAL AND STATE LAWS

Clarification of federal laws

Clarification of Federal laws

Federal code [23 CFR 752.3](#) defines a safety rest area as

“A roadside facility safely removed from the traveled way with parking and such facilities for the motorist deemed necessary for his rest, relaxation, comfort, and information needs. The term is synonymous with “rest and recreation areas.”

Regulatory Restrictions for Interstate Safety Rest Areas. (23CFR752.5) [[1983 c 194 § 22.](#)]

All SRAs located on the interstate system follow these regulations. It regulates; the use and operation of vending machines (including giving priority service to the blind per the Randolph-Sheppard Act), access to and from the SRA, and the state’s ability to charge the public for goods and services (except for telephone and articles dispensed by vending machines).

FHWA clarification

23CFR752.5 Addresses Safety Rest Areas. The regulations state that Safety Rest Areas should provide facilities reasonably necessary for the comfort, convenience, relaxation and information needs of the motorist. Vending machines are permitted as long as they are operated by the State or in accordance with the Randolph Shepard Act (20 USC 107 (a)(5)). 23CFR752.5(g) states: No charge to the public may be made for goods and services at safety rest areas except for telephone and articles dispensed by vending machines”. 23CFR752.7(d) provides for the establishment of information centers within the right-of-way of federal funded highways. 23CFR752.7(c) required any advertising associated with these facilities be restricted to the interior of the building or at the least, not legible from the main travel way if the facility is a bulletin board or partial enclosure.

Clarification of Federal laws

Federal code 23 CFR 752.5 Safety Rest Areas

Subsection (a) recommends that the safety rest area should “provide facilities reasonably necessary for the comfort, convenience, relaxation, and information needs of the motorist.”

Subsection (b) allows for the “placement of vending machines in existing or new safety rest areas located on the rights-of-way of the Interstate system for the purpose of dispensing such food, or other articles as the State determines are appropriate and desirable, except that the dispensing by any means, of petroleum products or motor vehicle replacement parts shall not be allowed. Such vending machines shall be operated by the State.”

Subsection (c) gives priority to “vending machines which are operated through the State licensing agency designated pursuant to section 2(a)(5) of the Randolph-Sheppard Act, U.S.C. 107(a)(5).”

Subsection (e) recommends that, “A statewide safety rest area system plan should be maintained. This plan should include development priorities to ensure safety rest areas will be constructed first at locations most needed by the motorist.” This subsection also provides guidance in selecting safety rest area locations and recommends that scenic quality, accessibility and adaptability, and availability of utilities be primary considerations.

Subsection (g) state that, “No charge to the public may be made for goods and services at safety rest areas except for telephone and articles dispensed by vending machines.”

FHWA clarification

23CFR752.5 Addresses Safety Rest Areas. The regulations state that Safety Rest Areas should provide facilities reasonably necessary for the comfort, convenience, relaxation and information needs of the motorist. Vending machines are permitted as long as they are operated by the State or in accordance with the Randolph Shepard Act (20 USC 107 (a)(5)). 3CFR752.5(g) states: No charge to the public may be made for goods and services at safety rest areas except for telephone and articles dispensed by vending machines”. 23CFR752.7(d) provides for the establishment of information centers within the right-of-way of federal funded highways. 23CFR752.7(c) required any advertising associated with these facilities be restricted to the interior of the building or at the least, not legible from the main travel way if the facility is a bulletin board or partial enclosure.

US code 23 USC 111 Agreements relating to the use of and access to rights-of-way- Interstate System

Included a provision of exception for exempting SRAs that, “the State will not permit automotive service stations or other commercial establishments for serving motor vehicle users to be constructed or located on the rights-of-way of the Interstate System and will not change the boundary of any right-of-way on the Interstate System to accommodate construction of, or afford access to, an automotive service station or other commercial establishment.” The exception to this was “if such establishment was in existence before January 1, 1960

Clarification of Federal laws

Highway Related Provisions (23USC111)

This regulation applies to Washington's interstate system and has provisions for airspace leases, point of access to or from the SRA's, commercial establishments, vending services or vending machines. Priority must be given to licensed blind persons per Randolph-Sheppard Act.

FHWA clarification

Title 23 USE section 111 addresses the use of rights-of-way on the interstate system. It states in part "the state will not permit...commercial establishments...to be constructed or located on the rights-of-way of the Interstate System". This section also addresses the use of vending machines in safety rest areas. The vending machines may only dispense food, drinks and other articles as determined to be appropriate and desirable by the State Transportation Department. Priority for operation of the vending shall (or should?) be given to organizations licensed under the Randolph Shepard Act. The cost of installation, operation and maintenance of the vending machines is not federal-aid eligible.

Randolph-Sheppard Act – Vending Services and Vending Machines (20USC107a (a) 5 and 23USC111(b))

This act covers vending services or vending machines in public buildings, property purchased, and safety rest areas using federal funds. The Randolph-Sheppard Act states that priority must be given to licensed blind persons (Department of Service for the Blind).

Use of Airspace Leases and Access Allowed from the Interstate (23USC111(a))

The Secretary (FHWA) prohibits safety rest areas on the Interstate system from providing additional points of access to, or exits from, the SRA without prior approval. Further, the state will not permit automotive service stations or other commercial establishments for serving motor vehicles to be constructed or located on the rights-of-way of an interstate system. The state may use air space lease agreement within the rights-of-way as long as it will not permit or require vehicle access.

Clarification State laws

Clarification of state laws

Contracting Services Out (RCW 41.06.380)

The state is prohibited from purchasing services by contract with individuals or business entities that would terminate classified employees positions existing since April 23, 1979.

Washington's Little Randolph-Sheppard Act Vending Services (RCW 47.18.220)

The state shall give priority to licensed blind persons to operate vending facilities and vending machines in public buildings.

Lease of Unused Highway Land or Air Space (RCW 47.12.120)

The Department is authorized to rent or lease any lands (including improvements, or air space above and below), this includes those lands used or to be used for both limited access and conventional highways which are held for highway purposes but are not presently needed.

Lease of Unused Highway Land or Air Space – Disposition of Proceeds (RCW 47.12.125)

All moneys paid to the state of Washington under any provision of RCW 47.12.120 shall be deposited in the Department's advanced right of way revolving fund.

Non-highway Use of Airspace on State Highways (WAC 468-30-110 (2))

All airspace leases are subject to approval by federal highway administration.

Access Issues

(RCW 47.52, WAC 468-58) This state law directs the Department of Transportation to acquire access rights to ensure the safety and operational integrity of the highway. In addition, it directs the Department to establish rules for implementation of the intent of the federal law. These rules define the state's limited access system of routes, and it defines the restrictions that are applied to those highway segments.

23CFR752.8 allows for privately operated information centers.

This requires the state to have title to the center and is subject to FHWA approval of the lease agreement. Other provisions require that advertising must be limited to matters relating to the traveling public, equal access must be provided at reasonable rates to all advertisers considered qualified by the state, 40 percent or more of all display areas shall be devoted free of charge to providing information to the traveling public and public service announcements, and no charge to the public may be made for goods or services except telephones and vending machine items.

Any revenues generated from the lease of advertising space is subject to 23USC56(c). This portion of the law states that revenues attributed to the lease of real property on a federally funded project shall be used for projects eligible under title 23USC. 23CFR1.2 defines an eligible federal-aid project as highway construction including preliminary engineering, acquisitions of right-of-way and actual construction, or for highway planning and research. Operations and routine maintenance of a facility would not be considered an eligible federal-aid project.

The bottom line of the above discussion is that states can allow the leasing of advertising space in the Interstate rest areas provided the advertisements are relevant to the traveling public, equal access for space is assured, and the space is leased at reasonable rates. Advertisements cannot be legible from the roadway or must be inside the building. All revenues generated by this activity must be applied to Title 23 eligible activities (with supporting documentation provided to FHWA). The traveling public cannot be charged for any goods or services with the exception of vending machine items.

Clarification of state laws

Relevant sections of federal law and regulations that address rest areas on non-Interstate highways

There are no specific laws or regulations that address rest areas on non-interstate, federally-funded highways. However, 23CFR1.23 states that any ROW purchased with federal Title 23 participation must be *exclusively* for a highway purpose. Therefore, if Federal-aid highway funds were used to acquire the right-of-way for the roadway and/or adjoining rest areas on any public road, that facility must be used for a highway purpose only. The regulation goes on to say that certain non-highway uses may be allowed by agreement with the secretary. Therefore, limited over-the-counter sales of goods may be allowed if the division office has agreed and the sales (including display space, signing, etc.) do not interfere with the facility's primary purpose. States are encouraged to work with their Division offices to develop regulations concerning their non-interstate rest area facilities.

Note: Under Federal Guidelines of TEA21 – Access is subject to federal regulations administered by the State.

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2023 Washington State

SAFETY REST AREA STRATEGIC PLAN

APPENDIX A

STAKEHOLDER OUTREACH & CUSTOMER SURVEY

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Appendix A

Stakeholder Outreach & Customer Survey

OUTREACH AND ENGAGEMENT STRATEGIES

The Washington SRA program has a diverse group of stakeholders including Washington motorists, commercial vehicle operators and fleet managers, recreational vehicle users, WSDOT employees, volunteers, law enforcement, community and social groups, other Washington state agencies, transportation planning partners, and other state DOTs. The focus of the engagement process was to develop a plan representative and inclusive of all stakeholders.

Engagement included an online open house, public surveys, internal WSDOT employee surveys, SRA visits, and open forums for comments.

Guiding principles

Community engagement guiding principles

Engagement efforts were aimed at informing SRA stakeholders about the strategic plan update and to provide them with meaningful opportunities to provide their expertise and input. The engagement plan reflects the guiding principles outlined in the 2022 WSDOT Community Engagement Plan.¹ Those principles include connecting directly with the community, prioritizing overburdened communities, facilitating communications, and supporting the efficient use of funding.

As part of a comprehensive outreach and engagement plan for the Safety Rest Area Strategic Plan update, WSDOT interviewed key stakeholders, transportation experts, leaders representing overburdened communities, and other statewide stakeholders to understand the role of SRAs relative to transportation, safety, and their communities.

¹ [2022 WSDOT Community Engagement Plan](#)

TARGETED AUDIENCES

Internal: WSDOT divisions and teams

Safety Rest Area employee survey

WSDOT conducted an employee survey to identify themes, needs, and concerns of staff directly connected with the SRA program. WSDOT received 102 general responses and 71 individual comments (including 18 from highway maintenance workers who spend the most time in direct contact with the traveling public) on recommendations and concerns for planning objectives. Top concerns included safety and crime, building condition, lack of resources, and available truck parking.

WSDOT Safety Rest Area location visits

WSDOT staff also conducted in-person visits to gather information on the condition and features of SRAs. Onsite staff shared their experiences and gave their feedback related to the strategic planning focus areas. Key themes that emerged from those visits:

- WSDOT staff enjoy working with the traveling public. They often provide travel directions and have a desire to make experiences as positive as possible.
- There were consistent reports of concerns for personal safety at locations closest to the largest urban areas in the state. There were requests for additional support from law enforcement to reduce stays beyond posted time limits, property damage, panhandling, prostitution, and drug use.
- Staff sometimes encounter hazards (such as improperly disposed needles) and individuals who are impaired or aggressive. Staff at some SRAs work in pairs for safety.
- Facilities need repair, and funding is needed to support that work. In some locations, staff need more resources to support trash pickup, maintenance, and repairs. Examples included paving, plumbing, water drainage, updated lighting, and fixture replacement.
- A need remains for consistent training, including training for advancement opportunities in plumbing and electrical work.
- Staffed welcome centers at entrances to the state represent an opportunity for program growth.
- Many SRAs are over capacity for trucks, which sometimes are forced to park along on- and off-ramps.

WSDOT internal consultations

SRA program staff consulted WSDOT regional leadership and various WSDOT offices to identify relevant planning topics. Each region provided broad concerns regarding the strategic planning process during a series of in-person visits to SRAs. Those visits yielded valuable feedback both on the condition and features of the SRAs as well as feedback from staff about what they hear and learn from the traveling public.

Internal meetings and workgroups

WSDOT workgroups narrowed the focus to core topics including truck parking, travel and tourism, RV sanitary dump stations, sustainable operations, value-added services, and legal and policy planning. Each group included members from key WSDOT offices to help evaluate core concerns, connect with stakeholder groups, and provide recommendations for the final plan.

Findings

The outreach within WSDOT supported public findings that SRAs still represent an important service that supports the traveling public on Washington's highways. Key planning considerations include:

- **Safety** must be addressed at SRAs.
- **Long-term** sustainable funding is needed to maintain services. Services are declining along with building conditions, limited funding remains the same, and costs are increasing.
- **Truck parking** is a central concern for all parties.
- **Operational consistencies** in training standards and opportunities for advancement are important to SRA staff.

External: subject matter experts

Consultations

The strategic planning process included interviews with stakeholders such as the Washington State Patrol and environmental justice and social support groups specializing in homelessness and human trafficking. WSDOT also spoke with partners who support activities within SRAs such as the Department Services for the Blind.

WSDOT sent invitations for the survey and options for direct contact with the planning team to community members and groups that they serve such as tribes, environmental justice and community groups, and truck drivers and freight haulers. The SRA program also conducted a truck parking study and hosted truck parking workshops.²

Safety Rest Area federal, state, and provincial partners and peers

WSDOT participates in an email discussion group that shares SRA information with federal, state, and provincial government staff across the U.S. and Canada. More than 97 peers from 31 states ask questions and share information on planning, maintenance, operations, and emerging trends. WSDOT's SRA-related outreach to that group included questions on strategic planning themes and interviews with states based on their responses.

External: community outreach and education

Online open house

WSDOT held an online open house to provide key plan priorities and share engagement opportunities, including the public survey. The forum provided a chance for the public to give its feedback directly to the SRA team. To ensure inclusivity, WSDOT translated the online open house into eight languages.

FIGURE 3: Survey outreach summary



² [WSDOT Freight Transportation. Appendix H. Washington Truck Parking Assessment](#)

Safety Rest Area public survey

WSDOT conducted a statewide survey, both online and in person, to allow the public to provide feedback on SRAs and share their experiences and concerns. Of more than 48,000 people reached, nearly 5,200 responded. WSDOT also received 401 online comments. As well, staff surveyed 22 SRAs in person and conducted 256 in-person interviews.

As part of the survey, WSDOT collected vehicle classification, SRA, and demographic information to understand and review the detailed experiences of specific users.

Vehicle classification data helped identify the key concerns of core users driving cars, commercial trucks, electric vehicles, and recreational vehicles.

Safety Rest Area-specific data brought about an understanding of individual SRA trends such as the sense of personal safety by location.

Demographic information determined whether responses represented the communities WSDOT serves. This information also helped WSDOT understand specific concerns of users based on gender, race, and income.

Desired outcomes

Public outreach efforts began in June 2022. Desired outcomes of public outreach:

- Creating measures to support equitable and accessible SRAs, with outreach to historically underrepresented communities in transportation planning using the 2022 WSDOT Diversity Equity and Inclusion Plan,³ Title VI,⁴ and the Healthy Environment for All (HEAL) Act.⁵
- Capturing as much feedback from the public as possible using public surveys, in-person surveys, and interviews at SRAs. WSDOT leveraged social media, press releases, and the online open house to drive engagement.

Equity and accessibility

The 2022 WSDOT Diversity Equity and Inclusion Plan, Title VI, and the HEAL Act each played a role in SRA strategic plan outreach for guidance on measures for public engagement.

WSDOT selected the 22 SRAs for in-person surveying based on a variety of factors, including proximity to high- and low-population densities. During these visits, users were able to complete the survey without access to Wi-Fi, representing a group that otherwise may not have had a voice. WSDOT also identified locations using the Climate and Economic Justice Screening Tool⁶ from the Council on Environmental Quality, which characterizes communities based on census tracts who suffer from a combination of economic, health, and environmental burdens. Those burdens include poverty, high unemployment, air and water pollution, the presence of hazardous wastes, and high rates of asthma and heart disease.

WSDOT translated survey materials into eight languages: Arabic, Traditional and Simplified Chinese, Korean, Russian, Somali, Vietnamese, and Spanish. In addition, translated posters⁷ advertising the survey were posted at SRAs across the state and at many weigh stations.

³ [WSDOT 2022 Diversity, Equity, & Inclusion Plan, August 2022](#)

⁴ [Title VI of the Civil Rights Act of 1964 | CRT | Department of Justice](#)

⁵ The Healthy Environment for All Act (HEAL Act) was signed into law on May 17, 2021 by governor Inslee and can be located in [\(RCW\) 70A.02](#), Environmental Justice. The HEAL Act addresses the disproportionate exposure of Black Americans, Indigenous people and communities of color, and low-income communities, to environmental hazards in Washington neighborhoods which is amplified because of pre-existing economic barriers and environmental risks.

⁶ [Climate and Economic Justice Screening Tool](#), The Council on Environmental Quality

⁷ See Figure A-2: [Safety Rest Area strategic plan survey poster](#)

FIGURE 4: Safety Rest Area strategic plan survey poster

WSDOT

We want to hear from you!

SAFETY REST AREA STRATEGIC PLAN

Help impact our strategic plan by sharing your Safety Rest Area experience.

Visit our site to learn more and take the survey.
<https://bit.ly/RestAreaPlan>

QR Code

Speech Bubbles:

- Korean: 여러분의 피드백을 원합니다
- Arabic: نريد تعليقاتك
- Vietnamese: Chúng tôi mong nhận được phản hồi của quý vị
- English: We want to hear from you!
- Chinese: 我们需要您的反馈
- Russian: Мы ждем ваших отзывов
- English: Waxaan doonaynaa falcelintaada
- Spanish: Queremos su opinión
- Chinese: 我們需要您的寶貴意見
- Russian: Мы ждем ваших отзывов

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Title VI Notice to Public: It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (DEO). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact DEO's Title VI Coordinator at (360) 705-7090.

23-03-0070

FIGURE 5: Washington Safety Rest Area's servicing impacted communities

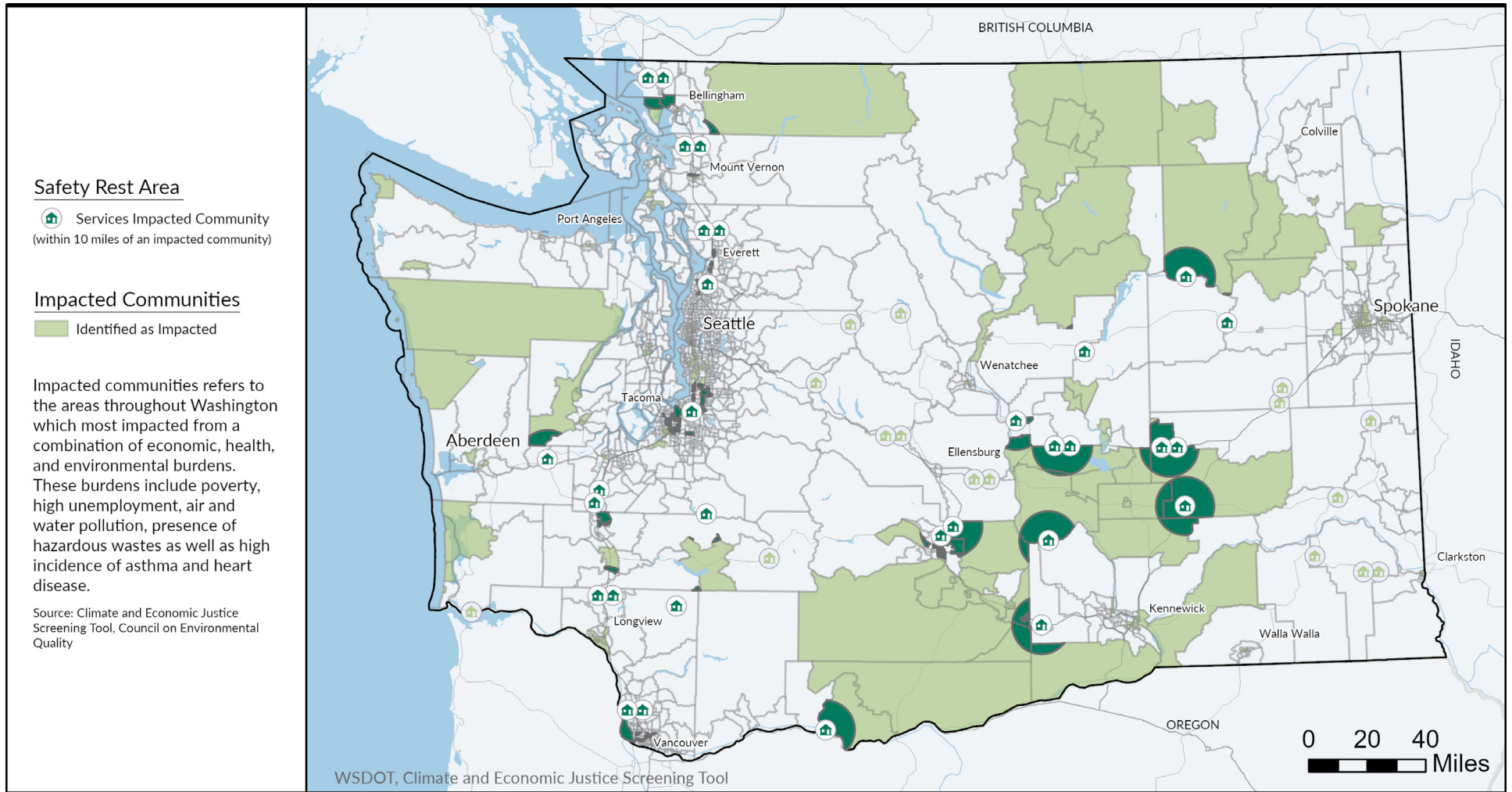
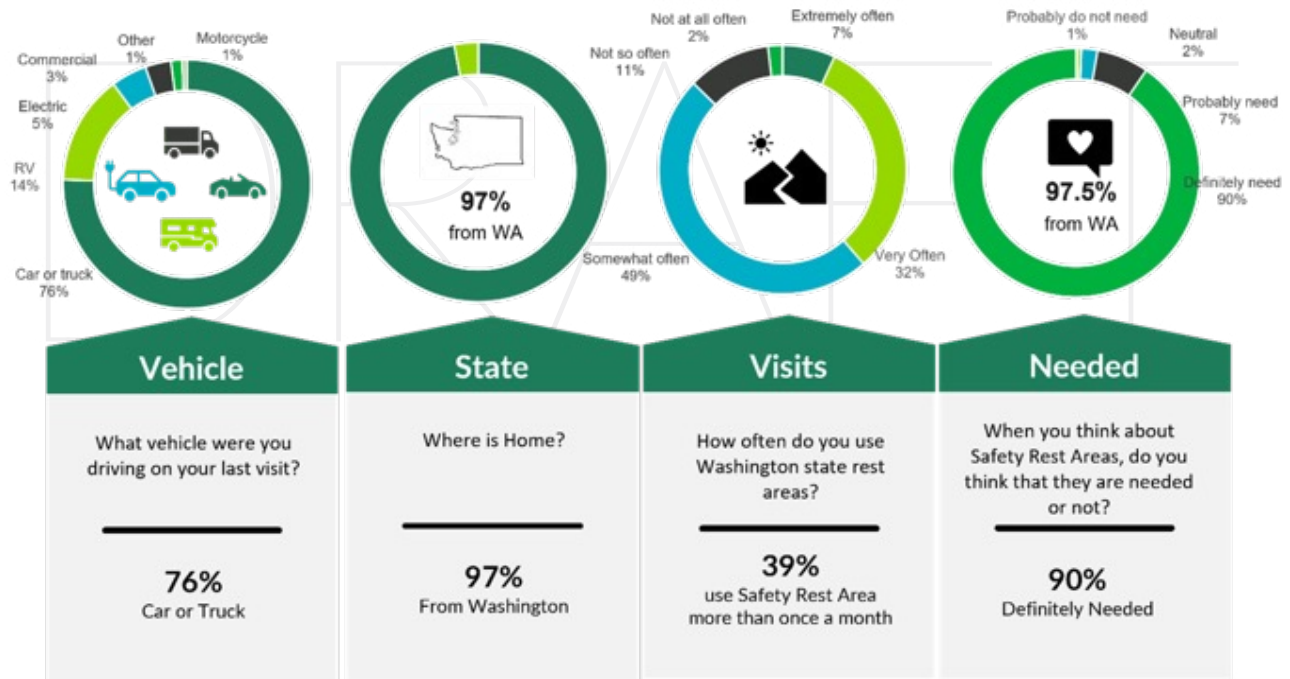


Figure depicts Safety Rest Areas and their proximity to communities impacted by economic, health, and environmental burdens.

Survey response

The SRA survey received a strong response: 5,156 people provided their feedback. Most respondents were from Washington, and 76 percent were driving a car or truck. Nearly 40 percent reported using SRAs more than once a month, and 90 percent felt that SRAs were “definitely needed.”⁸

FIGURE 6: General user responses



Public survey key findings included:

- Travelers appreciate the convenience of SRA locations as they can quickly stop without looking for alternate locations off the highway. It also reduces their perception of an obligation to make a purchase at alternate locations.
- SRA usage differs by the type of traveler visiting them. Commercial trucks visit more often than other users, with 69 percent indicating they visit more than once per week. RV and car passengers indicate that they visit 3-6 times per year.⁹
- 85 percent of car, 87 percent of RV, and 84 percent of commercial truck drivers indicated they would be inconvenienced if their SRA had been closed for maintenance.¹⁰
- 43 percent of respondents visit with two people traveling together, 25 percent visit on their own, and 33 percent have three or more people traveling together.¹¹
- More than 70 percent of users stop at SRAs for an hour or less.¹²

⁸ See [Figure A-4: General user responses](#)

⁹ See [Figure A-5: Safety Rest Area usage](#)

¹⁰ See [Figure A-6: User responses to closure for maintenance](#)

¹¹ See [Figure A-7: All users: total traveling in party and length of stay](#)

¹² See [Figure A-7: All users: total traveling in party and length of stay](#)

FIGURE 7: Safety Rest Area usage

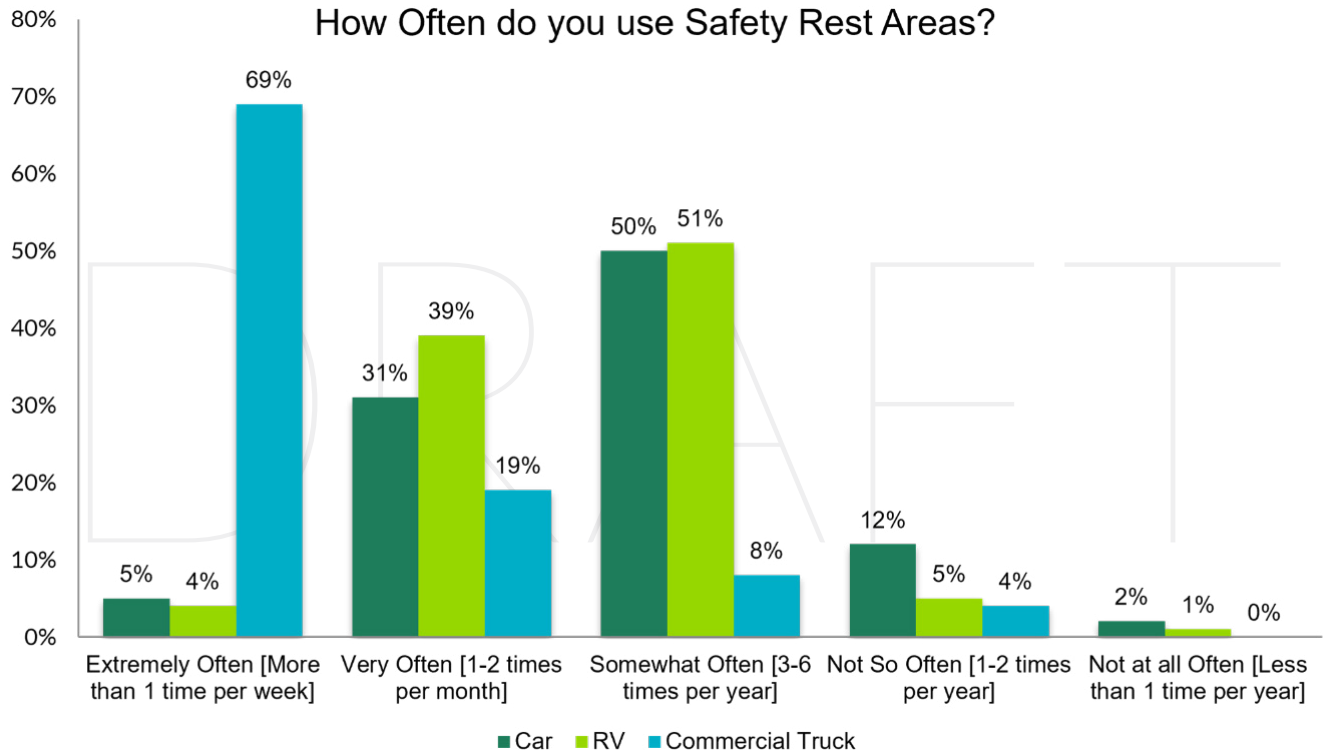


FIGURE 8: User responses to closure for maintenance

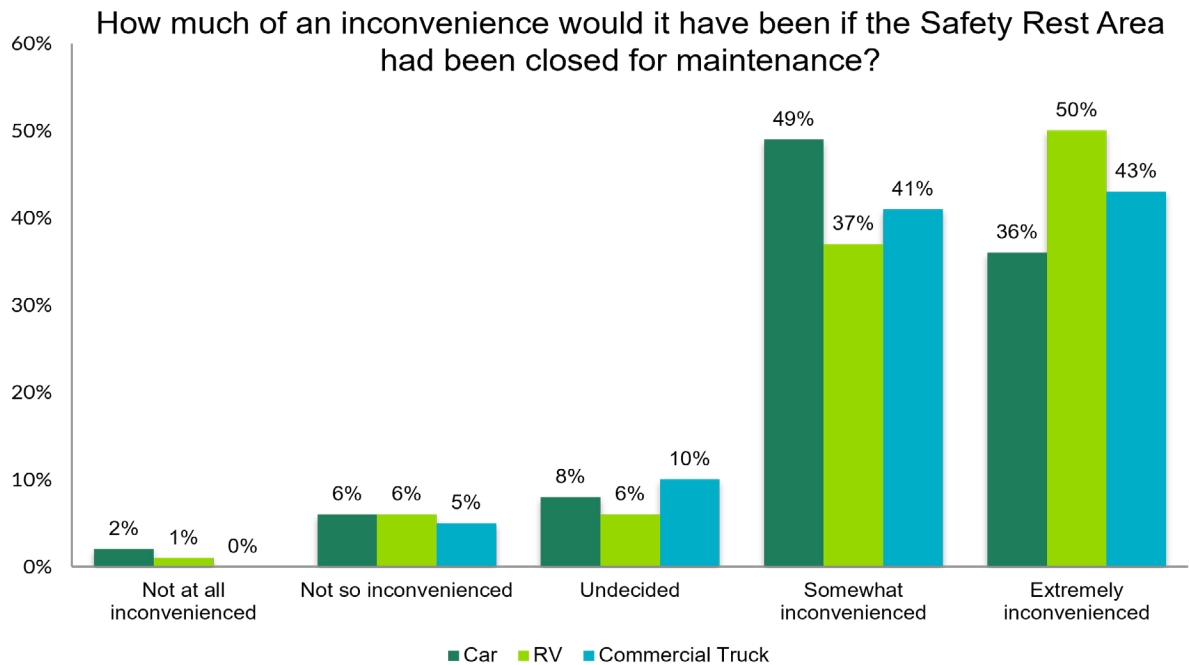
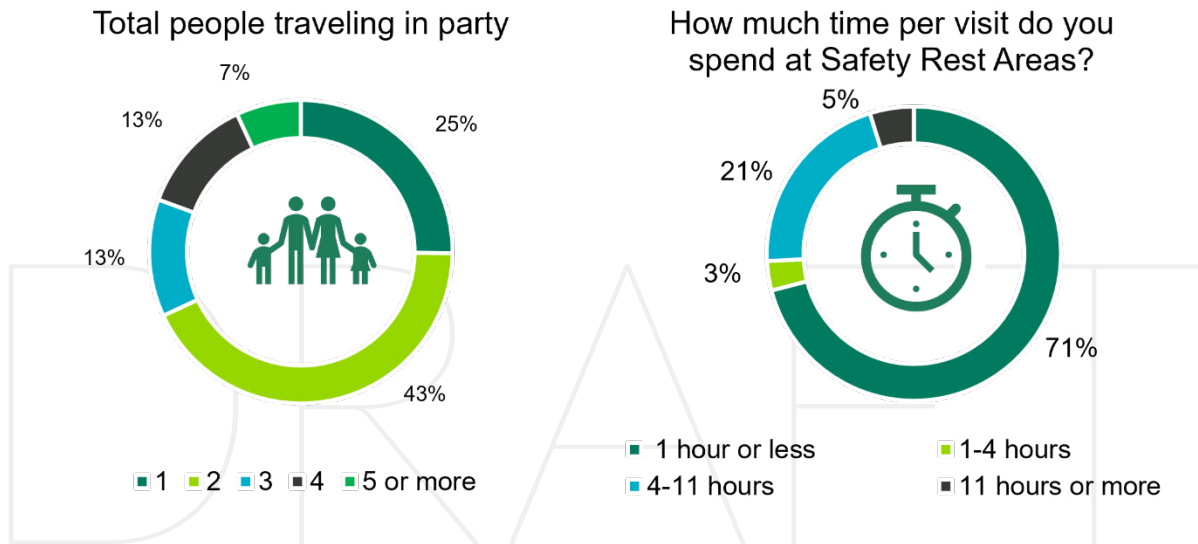


FIGURE 9: All users: total traveling in party and length of stay

Key themes

WSDOT offered the traveling public the chance to provide additional feedback that may not have been captured in previous surveys. Several key themes emerged from the feedback:

- Limiting unintended usage by people who are staying beyond posted time limits. There was a high correlation in the comments connecting individuals experiencing homelessness to safety.
- Modernizing facilities by addressing accessible and family stalls, updating signage, and providing gender-neutral restroom options for parents traveling with children of the opposite sex.
- Addressing safety with patrols, security, updated lighting (including pet areas), updated landscaping for clear lines of sight to the restrooms, and design concepts such as siting parking as close to restrooms as possible.

Amenities and facilities

Users were asked whether they had encountered services or amenities in other states that they would like to see in Washington.¹³ Some recurring suggestions:

- Additional food options, 24-hour coffee, and water bottle filling stations.
- A staffed common area and additional staff to support facility cleaning.
- Modernized facilities, including family restrooms equipped to support caregiving for adults, bright lights, and enhanced landscapes.
- The ability to purchase permits for Washington state recreation activities such as camping, fishing, and boating.
- Pet amenities such as fenced, off-leash areas and sidewalks for walking pets.

Respondents were asked to evaluate focus areas including facility condition, cleanliness, available parking, and traveler's info.¹⁴

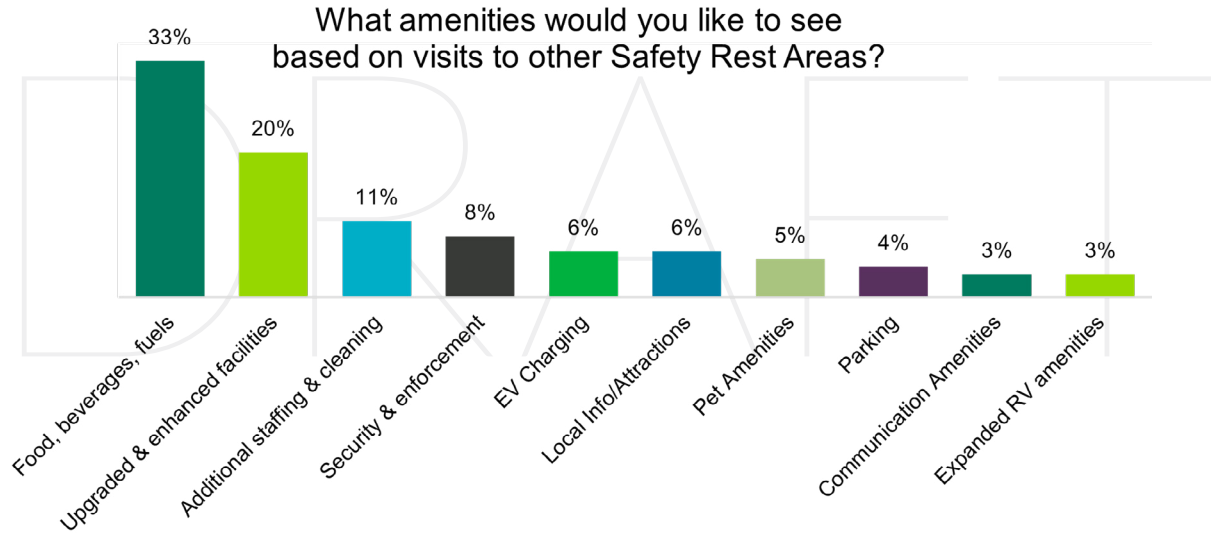
- 65 percent of users were satisfied or neutral with the facility's condition.
- 64 percent of users were satisfied or neutral with the facility's cleanliness.

¹³ See [Figure A-8: All users: amenities requests](#)

¹⁴ See [Figure A-9: User responded to focus areas](#)

- 62 percent were satisfied with available parking.
- 60 percent of commercial truck drivers did not feel there was adequate truck parking.
- 30 percent were satisfied with travelers' information materials.

FIGURE 10: All users: amenities requests

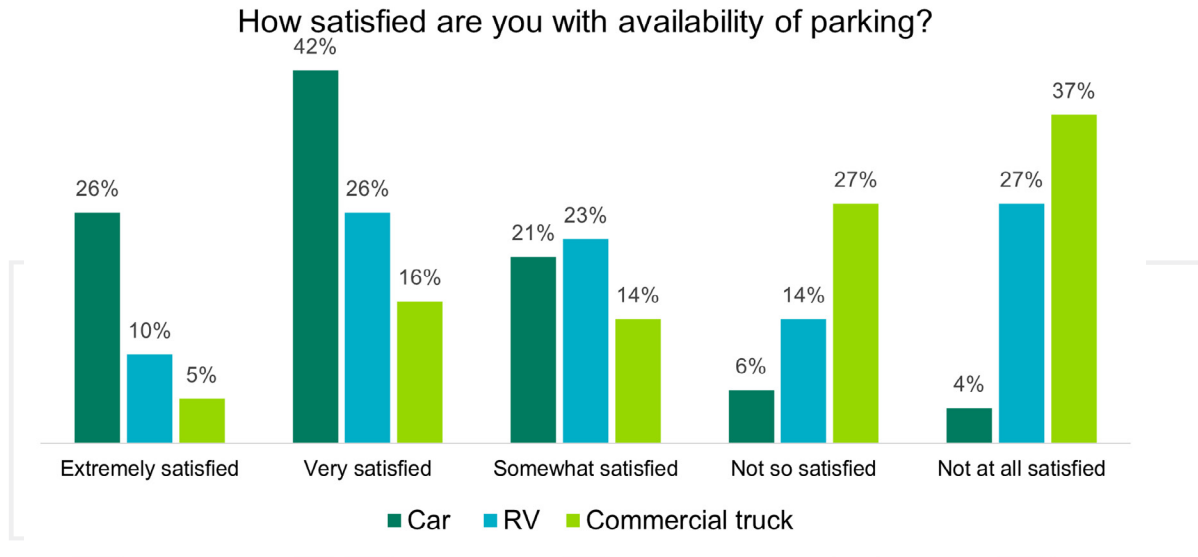


Parking was mentioned as an amenity that users would like to see expanded. Users were also asked how satisfied they were with parking. Based on vehicle type, commercial trucks are the least satisfied, with 64 percent of commercial truck respondents feeling dissatisfied with parking. Additionally, 41 percent of RV users were dissatisfied with parking. Only 10 percent of car travelers were dissatisfied with parking.¹⁵

FIGURE 11: User responses to focus areas



¹⁵ See [Figure A-10: All users parking satisfaction](#)

FIGURE 12: All users: parking satisfaction

Safety

Safety has been an ongoing concern for SRA users, as just 49 percent of respondents are satisfied with safety and security during the day. Only 13 percent of respondents are satisfied with safety and security at night. Many respondents felt there were no visible WSDOT staff or security at locations, causing them to feel unsafe at SRAs.

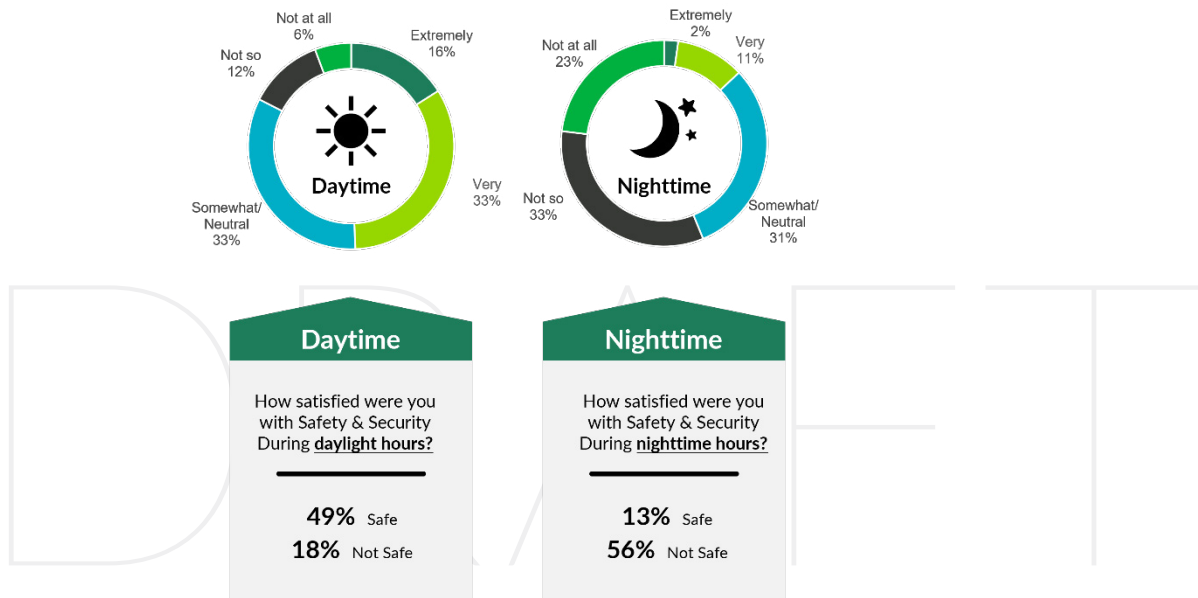
Personal safety

Personal safety is a concern for the traveling public:

- During daytime hours, 49 percent of users indicated that they felt safe, and 18 percent of the users indicated that they did not feel safe using SRAs.¹⁶
- During nighttime hours, 13 percent of users indicated that they felt safe, and 57 percent of the users indicated that they did not feel safe using SRAs.¹⁷

¹⁶ See [Figure A-11: User responses to safety and security](#)

¹⁷ See [Figure A-11: User responses to safety and security](#)

FIGURE 13: User responses to safety and security

Safety suggestions from the public

- Brighter lighting.
- Limited or no vegetation blocking buildings for visibility.
- State patrol co-located in facilities.
- More staffing visible during visits.
- Visible cameras for security.
- Method for the public to send alerts for urgent safety or sanitation (e.g., cleaning or plumbing) needs.
- Onsite security.
- Lighting on walkways, including pet areas.
- Crosswalks and more visible speed limits for parking lots.

Volunteering opportunities

SRAs host a free coffee program at designated SRAs throughout the state. The program promotes safe highways by offering free coffee to reduce drowsy driving. Travelers can learn more about the participating volunteer group and make a voluntary donation for the free coffee service.

As part of the survey and interview process, a survey question asked, “Would you volunteer in any of the following volunteer groups if opportunities were available?”

- 33 percent of respondents indicated that they would participate if opportunities were available.¹⁸
- Litter removal was the most popular survey volunteer opportunity.

WSDOT interviewed several free coffee program volunteers who had participated with nonprofit groups prior to the COVID-19 pandemic. They shared several reasons that they were no longer participating, including:

- Volunteer organizations have been unable to recover adequate membership to support the program after the

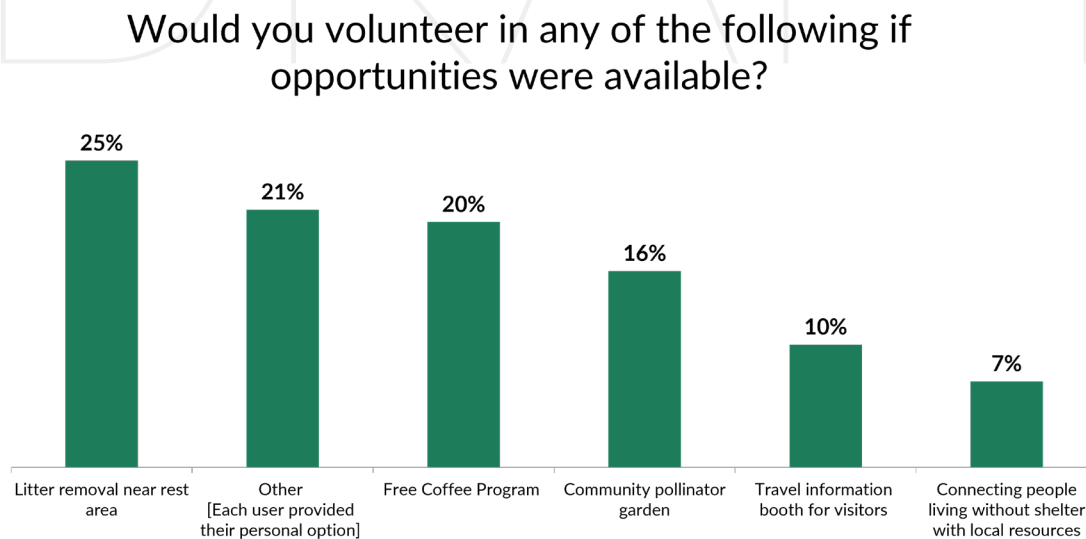
¹⁸ See [Figure A-12: User responses to volunteer opportunities](#)

pandemic.

- Concerns about contact with larger groups post-pandemic/lockdown.
- Safety concerns at several SRAs.
- With its reopening, the coffee program was streamlined so that rules were consistent across the state.¹⁹ Several members were discouraged when they could no longer offer baked goods as part of the program.

The feedback from in-person interviews with non-volunteers from the public about the free coffee program reflected the comfort of friendly faces, the feeling of safety, and the sense of community that the program provided.

FIGURE 14: User responses to volunteer opportunities



¹⁹

[Rest Area Free Coffee Program | WSDOT \(wa.gov\)](#)

Individuals who do not use or rarely use Safety Rest Areas

“People can stop and rest at for-profit businesses such as gas stations or travel centers that are better maintained and safer because they are staffed.” – quote from non-user survey

It is important to understand and take non-users’ opinions into account when evaluating the program.

The public survey included several questions for users who identified as non-SRA users. Feedback from non-users indicated they felt that many locations are no longer needed as there are other options along their routes with better services, safety, and security. They recommended seeking privatization or allocating tax dollars to support locations for recreational users or truck drivers. Another group of non-users choose not to visit SRAs because they do not feel safe.

Commercial truck drivers

Commercial truck drivers indicate that they use SRAs with the most frequency of all user groups. Nearly 70 percent visit an SRA more than once a week. In-person survey themes emerged from this group, including:

- There should be more truck parking at night at most SRAs.
- Facility designs were not made for female drivers, with restrooms located further from the commercial truck parking lots. Lack of security and lighting were also cited.
- Washington SRAs should have more staff available to support cleaning and safety.
- Washington should have the same levels of staffing and security that is present at SRAs in other states in the U.S.²⁰

Truck parking safety

Truck parking is a growing safety concern. 64 percent of respondents are not satisfied with parking, and 78 percent were not satisfied with parking available at their last stop. With limited available truck parking, trucks are often stopping in unsafe locations. When drivers cannot find parking at SRAs, 65 percent of respondents stop on a highway ramp or shoulder. 42 percent of truck drivers indicate that they are not satisfied with safety and security at SRAs.²¹

Feedback related to truck parking indicated the following concerns:

- Competition with RV users for parking. Drivers indicated that they compete with individuals staying beyond posted limits, and there is added pressure during the summer months.²²
- Undersized and inadequate facilities to meet existing needs and demand.
- Trucks needing locations at the same time of day, especially in the evening.²³

²⁰ 27 percent of Commercial truck driver respondents are satisfied with safety and security at WA Safety Rest Areas.

²¹ See [Figure A-13: Commercial truck users: satisfaction with parking and safety](#)

²² 58 percent of comments related to truck parking concerns indicated concerns with RV competition.

²³ One driver recommended that there were too many single-driver freight companies and more promotion was needed for industry to support team driving to keep trucks on the road. 82 percent of commercial truck respondents were single occupants.

FIGURE 15: Commercial truck users: satisfaction with parking and safety

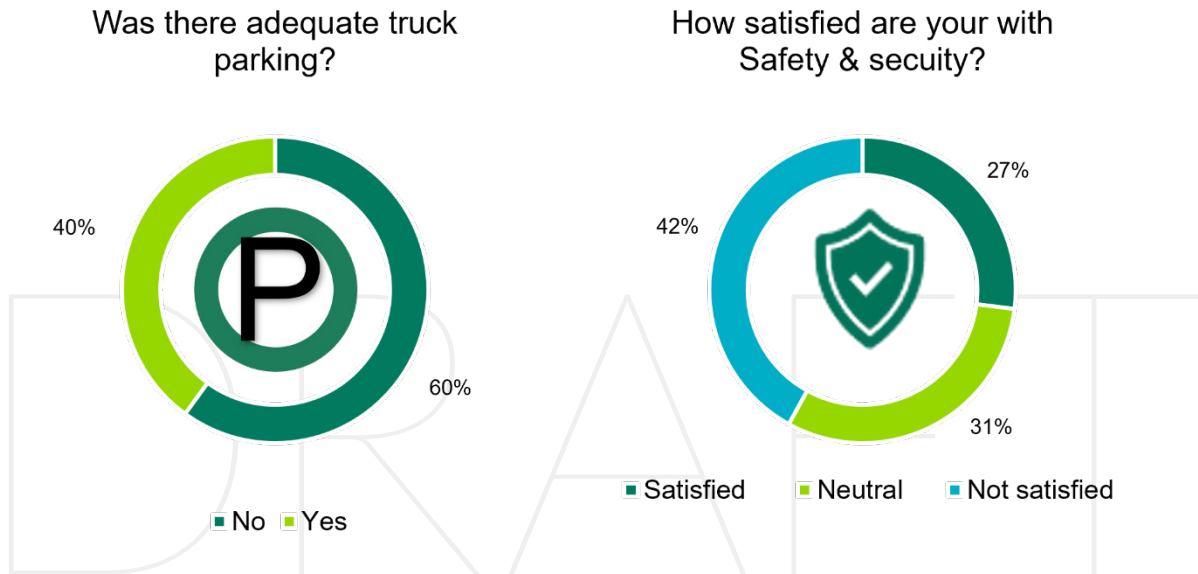
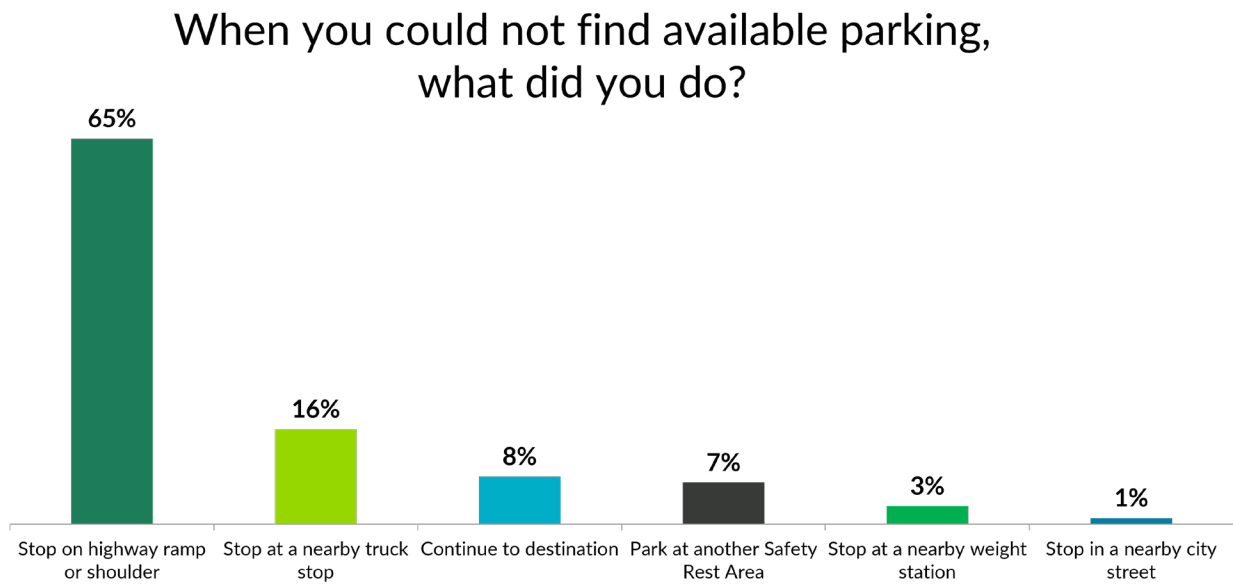


FIGURE 16: Commercial truck users: alternate parking habits



Commercial Truck Drivers Feedback

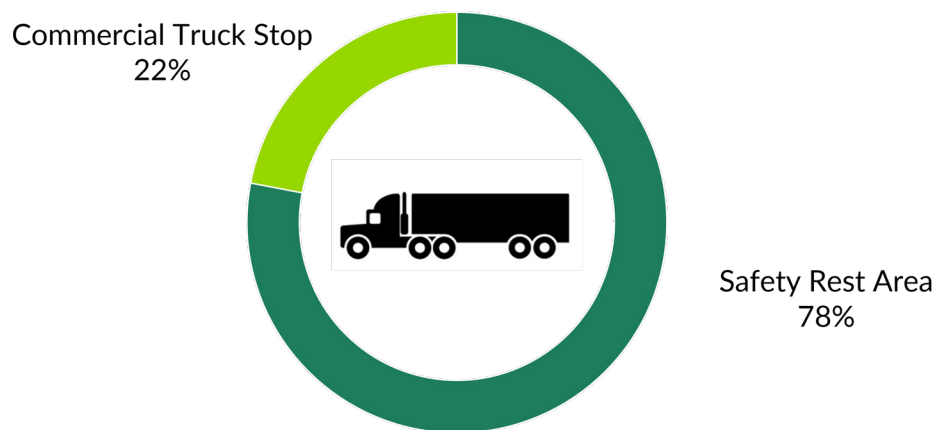
Commercial truck drivers would like to see more amenities like those they experience at SRAs in other states, including more and wider parking spaces, large truck parking areas along major arteries, fenced pet areas, pet areas located in proximity to truck parking, window-washing stations, commercialization including additional vending options, walking spaces, information centers, lanes wide enough for oversized loads, and cleaner and up-to-date facilities. Truck drivers also recommend converting some RV parking to commercial vehicle parking.

Other recommendations for prioritized spending on SRAs:

- Improved communication and live updates at each location, including travel times and other location closures and assurances that WSDOT is up to date on temporary closures.
- More law enforcement visibility.
- Appreciation for staff.
- Availability of water bottle filling stations and hot water for instant foods.
- 78 percent of commercial truck respondents interviewed prefer stopping at SRAs over commercial truck stops.²⁴
 - Preferences for SRAs include easier access to the highway, free parking, no expectations of purchases, cleanliness, reduced noise at rural locations, and limited options for commercial truck stops near major cities.
 - Preferences for commercial truck stops included having additional amenities (e.g., food, showers, air for tires), safety, cleanliness, and more available commercial truck parking.

FIGURE 17: Commercial truck location preference

Do you prefer to stop at Safety Rest Areas or Commercial Truck Stops?



²⁴ See [Figure A-15: Commercial truck location preference](#)

Key findings

- Truck parking is important to commercial truck drivers.
- A lack of truck parking can cause drivers to take more safety risks by parking in undesignated and unsafe locations, making highways less safe for all drivers.
- Measures should be taken to reduce obstacles to available parking, with strong consideration for limiting RVs in commercial truck parking areas.
- More women are driving trucks, and SRAs were not designed with their safety in mind.

RV users

Most RV and trailer users utilize the RV sanitary dump stations at SRAs across the state. Just 15 percent of RV/trailer respondents do not use the RV sanitary dump stations. Comments indicated that many of those users do not have blackwater tanks or toilet facilities in their RV/trailer and several felt that the additional registration fee funding RV sanitary dump stations was unfair and should be charged by use.²⁵

One respondent commented that “RV use has become very popular the last few years (and) the Sunday night return surge makes dump lines long (45 min+) – and if there’s garbage collection, it’s overflowing.”

RV and trailer users may not know where to go if RV sanitary dump stations are closed for repair. Nearly 25 percent felt there were no other available options, and 3 percent divulged that they illegally dump their waste.²⁶

Among respondents, 41 percent of RV users indicated challenges with parking in SRAs. Comments reflected that they could not find parking due to people staying beyond posted time limits. In some cases, respondents noted situations in which they resorted to parking in the car lot or parking in areas exclusively designated for commercial trucks.

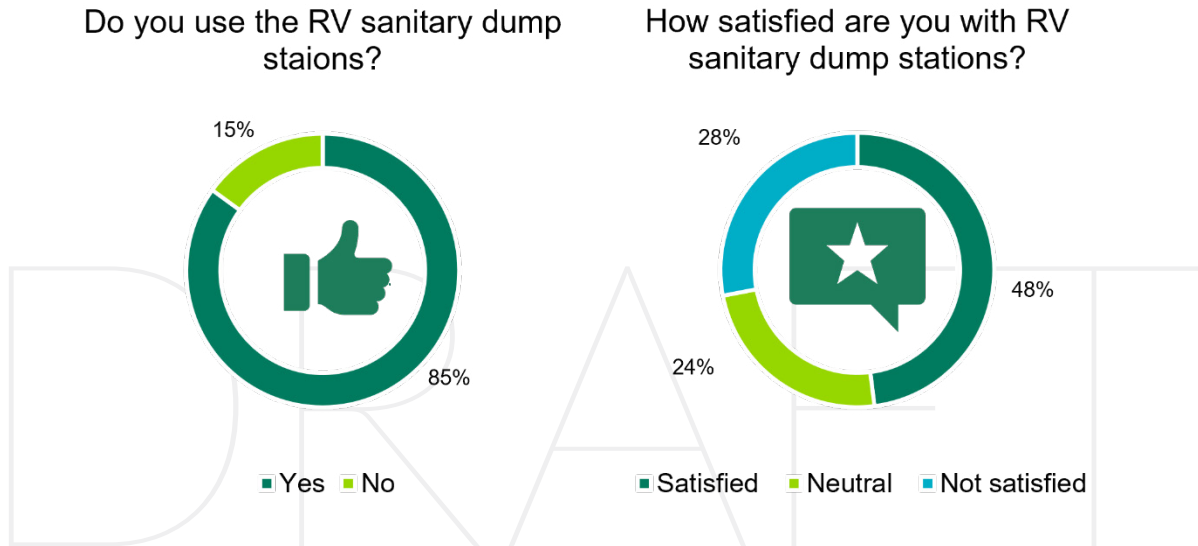
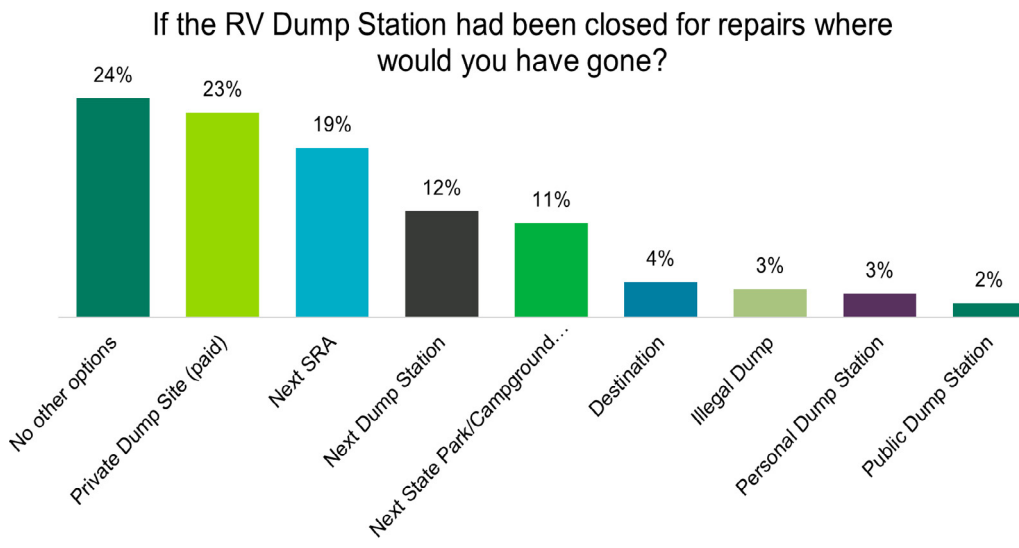
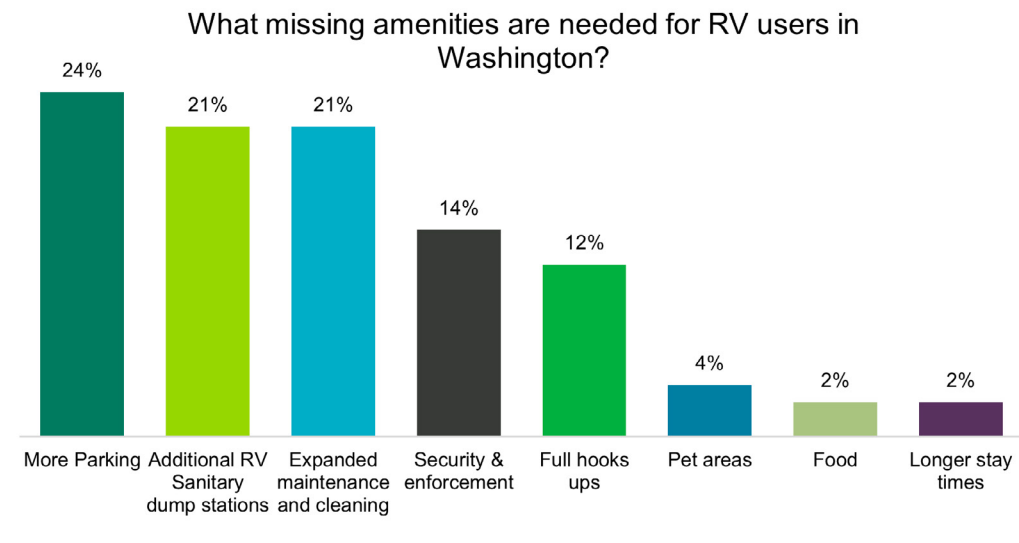
More than 50 percent of users indicated that they stay in locations with no access to trash disposal, requiring them to pack out their trash. Some SRAs provide trash cans at RV sanitary dump stations while others do not. Respondents commented that there are users who leave their camping trash behind when dumping. They asked for dedicated recycling programs and additional garbage collection.

RV users would like to see additional parking, an increase in the number of RV sanitary dump stations, expanded maintenance and cleaning, security and enforcement, full hookups, pet areas, food, and longer stay times.²⁷

²⁵ See [Figure A-16: RV users: sanitary dump use and satisfaction](#)

²⁶ See [Figure A-17: RV users: alternate choices for RV sanitary dump closures](#)

²⁷ See [Figure A-18: RV users: amenities requests](#)

FIGURE 18: RV users: sanitary dump use and satisfaction**FIGURE 19: RV users: alternate choices for RV sanitary dump closures****FIGURE 20: RV users: amenities requests**

Inclusivity data

Inclusive SRAs are an important part of the program. One survey question asked, “How inclusive are Safety Rest Areas? An inclusive rest area means that all people, regardless of background and ability, feel that the rest area is as safe, welcoming, and inviting as it is to other rest area users.”

Some survey participants indicated that SRAs could be more inclusive. Respondents had a variety of recommendations including:

- Family and gender-neutral facilities.
 - Single parents traveling with children do not feel safe sending their children into restrooms of the opposite sex without supervision.
 - Transgender people are missing the amenities needed to feel comfortable and safe at SRAs.
- Safety measures such as lighting, security, more onsite staff, and visible security cameras.
- Additional accessibility features such as adult changing tables, door hand controls, additional paved paths for walking, and increasing the number of accessible stalls.
- Updated signage at some SRAs. Clarity is needed for who can legally accompany someone with a disability of the opposite gender to the restroom, as well as for who is legally allowed to use the restroom of their identified gender.
- A diverse representation of WSDOT staff.

Survey demographic and inclusion feedback

The highest percentage of survey respondents were white females with higher incomes compared to the overall state population. Similarly higher response rates also came from the transgender community, individuals identifying as having a disability, and individuals identifying as multi-racial.

Underrepresentation of some users may be connected to the non-driver population. Users need a car to have full access to the system. 29 percent of individuals over 16 in Washington are non-drivers. Individuals may not drive due to cost, income, lifestyle choice, or disability.²⁸

Most commercial truck drivers are male, with women making up only 6.6 percent of total drivers.²⁹

Recreational users headed to state or national parks may not represent the state’s population. National parks have admitted to a diversity issue and are partnering with nonprofits to advocate for inclusion. In an article, Changing the Face of National Parks, “legacies of exclusion and cultural unfamiliarity, has led a quarter of African Americans and Hispanics to characterize parks as unsafe or unpleasant.”³⁰

To support increasing response rates from the most diverse group of users possible, WSDOT visited several SRAs in person across the state and focused on responses from users from varying backgrounds to understand their usage and needs from the SRA program.

²⁸ [Nondrivers: Population, Demographics & Analysis](#). Washington State JTC 2023

²⁹ [All Trucking. 2021 Truck Driving Industry Statistics](#)

³⁰ [National Geographic- Changing the Face of National Parks](#). Feb 1, 2017

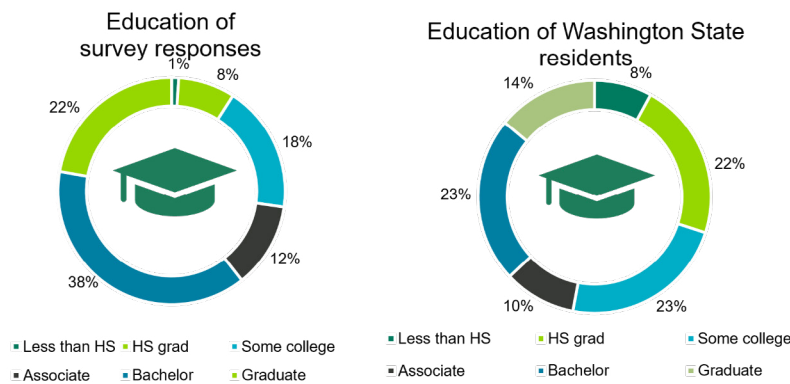
Race

- 85 percent of respondents were white compared to 78 percent of the Washington population.
- The survey had a strong response (10 percent) from users identifying as having two or more races compared to five percent of the state population. Responses from native Hawaiian people or other Pacific Islanders were representative of the state.
- The survey did not reach as many Native American, Black, or Asian populations compared to the state population.

Education

- Survey respondents were highly educated, with 60 percent having attained a bachelor's degree or higher (compared to 37 percent of the state).
- Nine percent of survey respondents had a high school diploma or less (compared to 30 percent of the state).³¹

FIGURE 21: All users: highest level of education

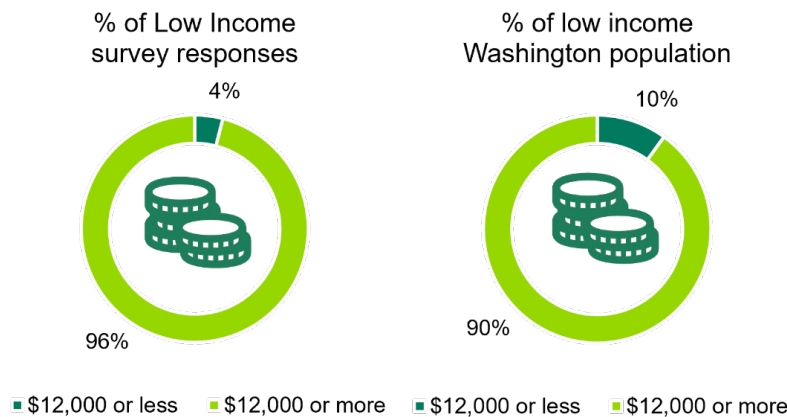


Income

- Four percent of respondents had an income of \$12,000 or less, compared to 10 percent of the state population.

32

FIGURE 22: All users: average household income



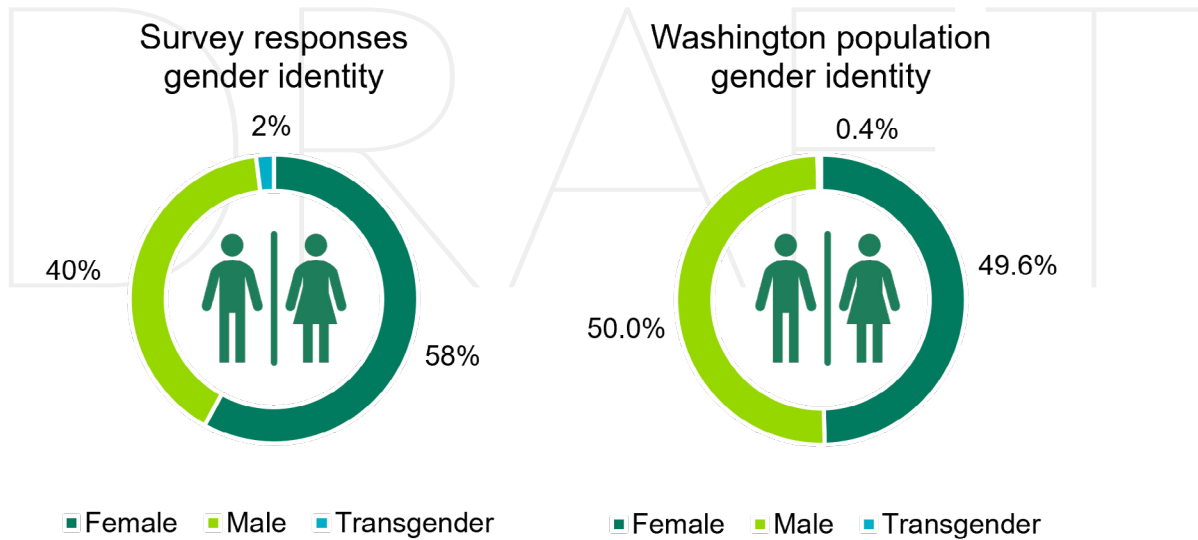
³¹ See [Figure A-19: All users: highest level of education](#)

³² See [Figure A-20: All users: average household income](#)

Gender

- 58 percent of respondents identified as female compared to 49.6 percent of the population. Male respondents made up 40 percent compared with 50 percent of the population.
- Commercial truck drivers' responses were 18 percent female and 82 percent male.
- Two percent of survey respondents were transgender compared with 0.4 percent of the state population.³³

FIGURE 23: All users: gender identity

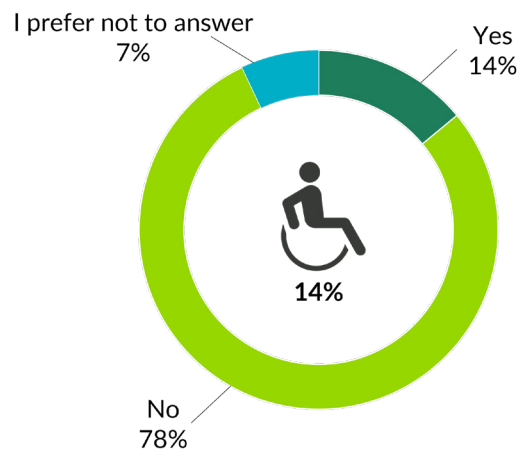


Respondents Identifying as having a disability

- 15 percent of survey respondents identified as having a disability compared with 13 percent of the state.^{34\}

FIGURE 24: All respondents identifying as having a disability

Would you consider yourself to be a person with a disability?



³³ See [Figure A-21: All users: gender identity](#)

³⁴ See [Figure A-22: All users with a disability](#)

As noted earlier in this section, responses indicated that underrepresented groups felt that SRAs were less inclusive for minority groups. People identifying as transgender or as having a disability rated locations much lower than others.³⁵

- 41 percent of transgender individuals do not find SRAs inclusive compared with 14 percent of total users.
- 21 percent of survey respondents do not find SRAs inclusive compared with 14 percent who did.

Some of the recommendations from respondents who felt SRAs were not inclusive:

- Rethink bathroom design and include gender-neutral options.
- Better lighting and more visibility to increase a sense of safety.
- Adjusting locations of women's restrooms so that entrances are visible from all parking lot areas.
- Limiting the space between the restroom buildings and the parking lot. Women would like the shortest travel distance possible between the restroom and the vehicle.
- Providing information to people staying beyond posted limits about where they can go if they are experiencing homelessness.
- Additional safety requirements.

FIGURE 25: All users: responses to inclusivity



Figure depicts how inclusive users feel Safety Rest Areas by underrepresented groups. Race includes respondents identifying as a non-white minority. Income includes respondents making less than \$25k. Disability indicates respondents identifying as having a disability. Gender indicated respondents identifying as transgender,

IN SUMMARY

Washington Safety Rest Area stakeholders represent a diverse group, from race to level of education and in how each one interacts with the program. It is vital that, in all aspects of planning, such diversity is recognized and represented.

WSDOT worked diligently to include all of the state's voices in the development of this plan through virtual and in-person meetings, online surveys, field work, and public outreach. These efforts to reach all people where they are and to seek out voices not often heard helped to create a plan with the needs of all communities at its core.

³⁵ See [Figure A-23: All users: responses to inclusivity](#)

2023 Washington State

SAFETY REST AREA STRATEGIC PLAN

APPENDIX B

PROGRAM OVERVIEW

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Appendix B

Program Overview

WASHINGTON SAFETY REST AREA HISTORY

The first SRAs opened in the late 1950s, and the first-generation development of rest areas continued through the mid-1970s. The Federal Aid Highway Act of 1956¹ initiated funding for the Interstate Highway System, which included SRAs. They were initially planned to be funded on the same federal/state shared-funding basis as the rest of the highway system, with the federal government responsible for most of the expenditures and state governments accountable for the planning and implementation of the system. In 1959, just a year after the American Association of State Highway and Transportation Officials issued the guidelines for rest area development (*A Policy on SRAs for the National System of Interstate and Defense Highways*), they drastically reduced federal funding allocations for rest area development.² The Bureau of Public Roads (later the Federal Highway Administration) notified state governments that funding for SRA construction would be limited, and states would be responsible for buildings, structures, and amenities.

In 1933, the Landscape Division was established in Washington state, and they were later responsible for state rest areas. Between 1945 and 1965, reports indicate they spent \$150,000 yearly on roadside beautification and rest areas.

The Highway Beautification Act of 1965 reinvigorated rest area development and new legislation required each state to develop a master plan for it. The act reinstated funding for all areas of rest area development, which supported the growth of SRAs throughout the country and Washington state. Washington State Director of Highways Charles G. Prahl was excited about the Beautification Act, writing, “It is requested that you pay particular attention to those projects on which you are now preparing reconnaissance and/or right of way plans, keeping in mind any natural beauty sites that can be protected by the acquisition of additional right of way. If so, they should be included in your submission of plans to this office. It is also suggested that your review those projects which have been completed with the thought in mind that if those areas possess undisturbed natural beauty spots, the acquisition of additional right of way could possibly preserve this natural beauty.”

“It will give us the opportunity to demonstrate the highway builders’ concern with, and ability to serve, the broad range of public interest and human values.” – Charles G. Prahl, Washington Director of Highways, 1967

The state planned to construct 12-15 new rest areas by 1967. Washington’s SRA facilities were designed with the help of the Highway Commission. The models included restroom structures made from native stone and tinted buff concrete blocks with hand-hewn flat roofs.

Rest areas were received favorably, and developers began to see that SRAs were more than the practical function they served – they were state ambassadors. Developers saw their ability to provide excellent roadside facilities as a positive reflection on the quality of their state government and its citizens. Since most of the Interstate Highway System passed by existing towns, SRAs were the primary local contact that travelers would have within a state.³

The Blue Lake Safety Rest Area was the first SRA built in Washington in 1966. The oldest existing facility within the SRA program is Traveler’s Rest in Snoqualmie. Built in 1938, this facility was one of the Roosevelt-era New Deal

¹ [Federal-Aid Highway Act of 1956](#). Public Law 84-627. Enacted June 29, 1956

² AASHTO. *A Policy on Safety Rest Areas for the National System of Interstate and Defense Highways* 1958.

³ [Washington Heritage Register](#). Horn School SRA. Property ID 719322. 2019

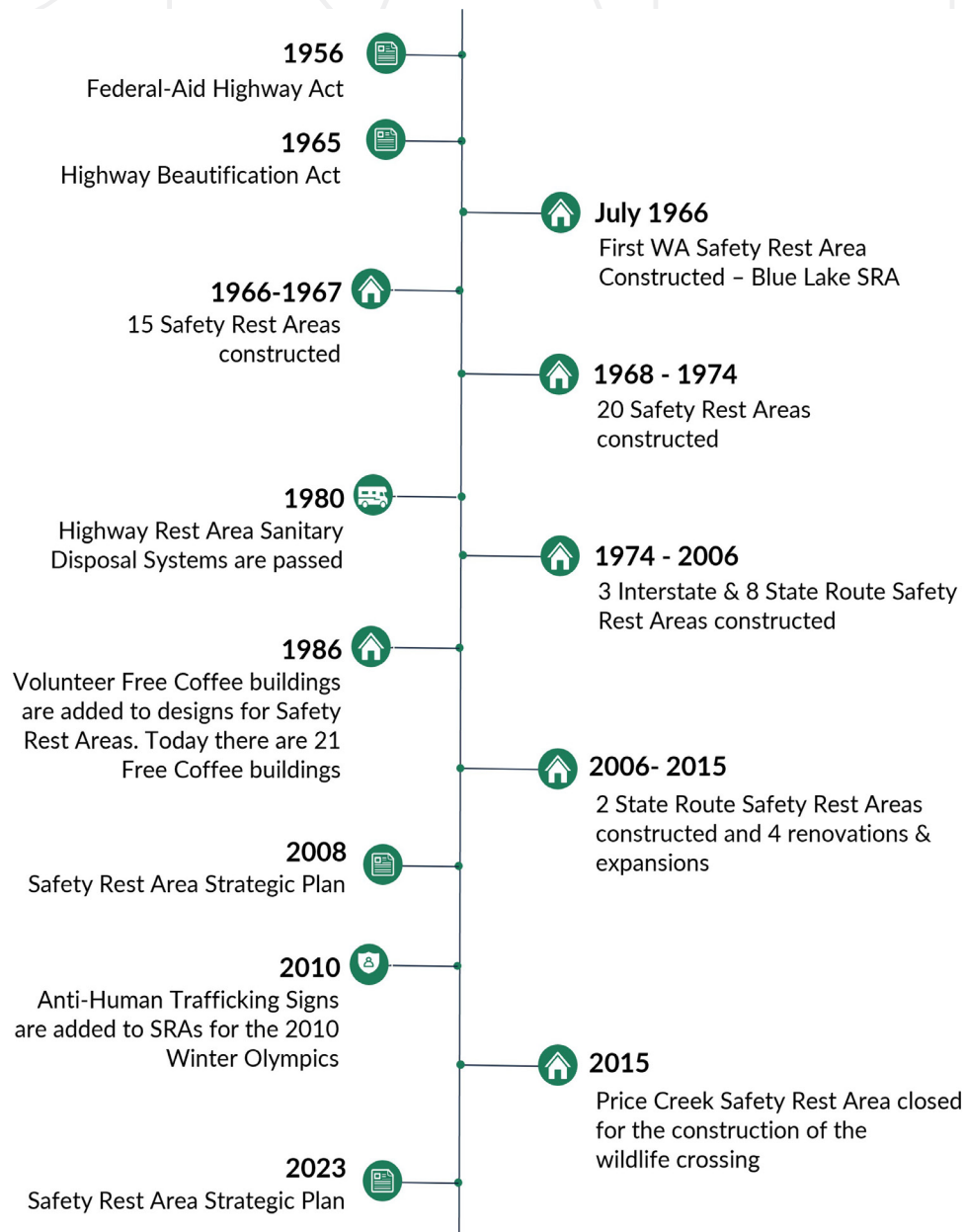
projects. It was designed as a 40-toilet outhouse with an area for visitors to change into ski equipment. It was later converted to a rest area and updated when the Price Creek SRA closed to accommodate the new wildlife crossing.

In 1980, a group of recreational vehicle users worked together to pass legislation to add eight RV sanitary disposal systems at SRAs, including Gee Creek northbound and southbound, Sea-Tac, Silver Lake, Winchester eastbound and westbound, Sprague eastbound, and Selah Creek northbound and southbound.

In 1986, WSDOT began constructing “free coffee” buildings at several SRAs. The 2010 Winter Olympics in Vancouver, BC brought attention to human trafficking. During the event, temporary signs were added to SRAs. Following the event, the first versions of permanent anti-human trafficking signs were added to facilities throughout the state. In 2022, signs were updated and added to each restroom stall.

Today’s program has grown and changed with a program that serves more than 24 million customers annually and includes 47 SRAs and 20 RV sanitary dump stations at those locations.

FIGURE 26: Safety Rest Area timeline



TOTAL ANNUAL USERS

Usage of SRAs is calculated by the amount of water used at each location (i.e., the number of times the toilets are flushed at the facility). A 2004 Washington transportation summer study evaluated water usage and restroom-user counts and then compared the data with average annual daily traffic (AADT). They determined that water-usage data was more accurate than AADT. Water usage is currently used to calculate total usage at 43 of the 47 SRAs in the program. Five locations have facilities that include vault toilets. These locations do not have access to water, and vault toilets do not flush. These locations are not included in the annual SRA user counts.⁴

The study found that about 73 percent of people entering SRAs use the restrooms. Data indicates that each person who utilizes the bathrooms uses approximately 4.00 gallons (± 0.39) of water. The SRA program has since updated the gallons-per-user data to account for water system changes.

There is no method to accurately capture total traffic at SRAs by vehicle type. In addition, more data is needed to evaluate the usage of RV sanitary dump stations.⁵ Current data has its limitations, but there are opportunities to invest in improving information in the future.

The usage of SRAs in Washington is rising.⁶ AADT data can also evaluate location usage. Assessing the stopping factor—which evaluates the total usage of the location compared to the usage of the section of highway it is located on⁷—will provide additional insight into how many people are using each SRA. SRAs near urban areas have lower stopping factors, while SRAs situated in more rural areas with fewer options for stopping have higher stopping factors.

⁴ See [Figure B-2 :Washington Safety Rest Areas usage map](#)

⁵ Sewer meters are being installed at SRAs that will measure total waste and improve data collection moving forward.

⁶ Usage between 2011 and 2019 increased by 14.8 percent.

⁷ Washington's SRA stopping factor is between 1-39 percent.

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

FIGURE 27: Washington Safety Rest Areas usage map

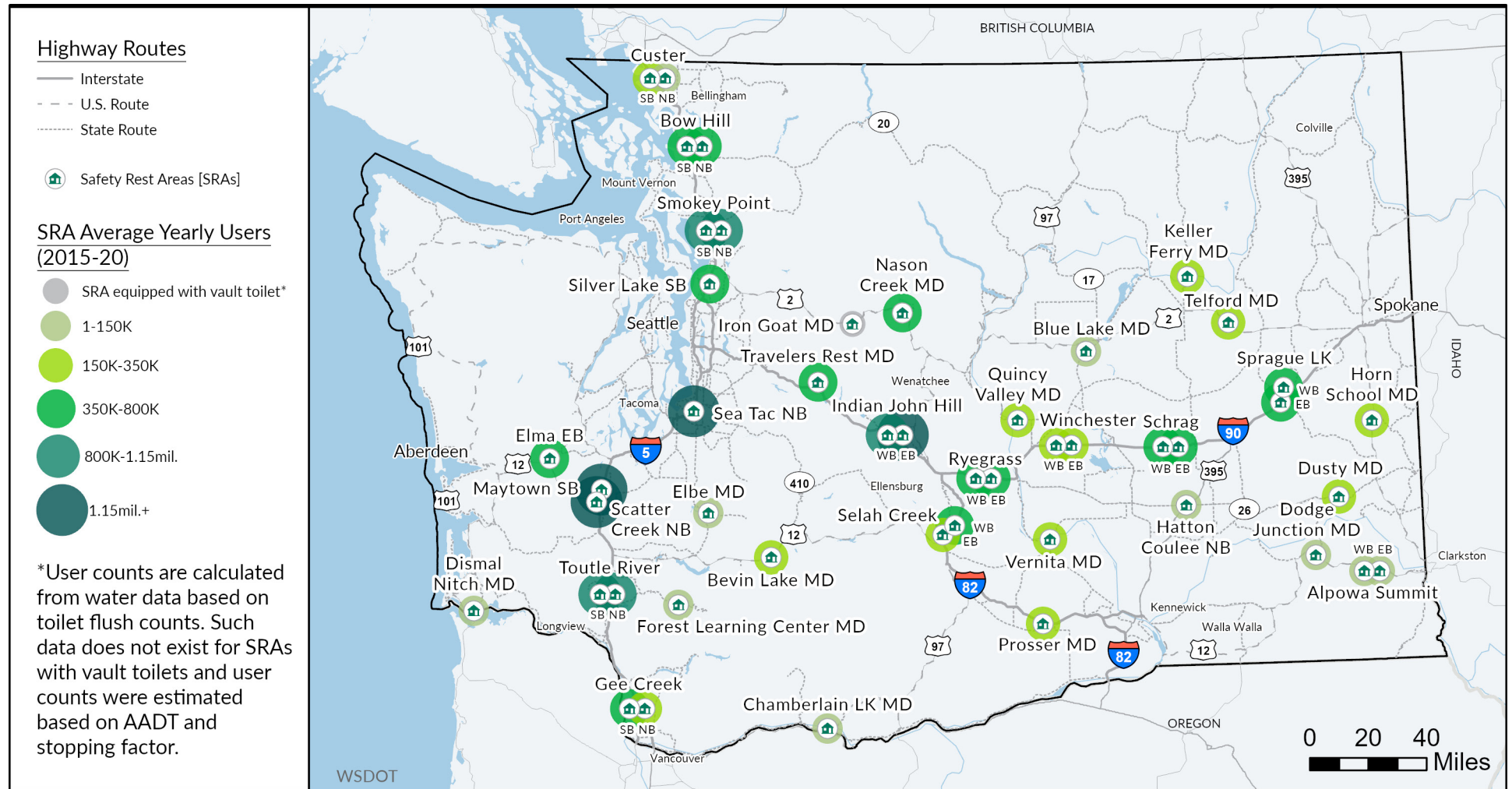


Figure depicts Safety Rest Areas annual usage by location.

PEER STATE REVIEW

TABLE B-1: Peer State Rest Area Review

	<u>Washington</u>	<u>Florida</u>	<u>California</u>	<u>Texas</u>	<u>Oregon</u>	<u>Arizona</u>	<u>Louisiana</u>
Funding and locations							
Vehicle lane miles	167,632	275,376	396,540	683,533	162,101	146,465	134,115
Number of facilities	47	65	86	88	25	35	11
Annual capital, operations and maintenance budget	\$8,708,233	\$35,000,000	\$35,000,000	NA	\$15,289,996	\$12,300,000	\$5,672,727
Average per facility	\$185,282	\$538,462	\$402,299	NA	\$305,800	\$410,000	\$515,702
Standard amenities							
Restrooms	47	85	86	88	24	28	11
Running water	42	85	86	88	24	28	11
Picnic area	43	65	85	88	24	28	9
Vending machines	19	85	31	48	15	26	11
Designated truck parking	40	85	84	51	25	30	11
Expanded amenities							
Wi-Fi	0	12*	0	47	1	0	7
Digital interpretive displays	0	8*	86	36	LNA	0	2
EV charging stations	2	8*	28	0	0	0	0
Tourism or local exhibits	23	0	86	36	17	25	8
Children's play areas	0	0	0	35	0	0	0
RV sanitary dump stations	20	0	10	6	1	0	4
Security staff	0	65	0	66	0	Onsite caretakers	11
Law enforcement/ security office space	3	65	NA	30	0	NA	NA
Free coffee program	LNA	0	0	0	LNA	0	5
Horse area	0	0	0	0	2	0	0
*Welcome center or tolled facilities NA Data unavailable			LNA Location information unavailable				

Peer State SRA Renovation Costs

State	Type	Location	Year	Cost
Florida	New Location	I-10 Rest Area	2022	\$26,501,971
Florida	Renovation	I-75/SR 93A Rest Area NB Ramp	2020	\$16,902,111
LA	Renovation	Mound Rest Area	2023	\$15,000,000
Florida	Renovation	I-75 Sumter County Southbound Rest Area	2022	\$14,629,525
Florida	Renovation	SR 93A Rest Area SB Ramp	2022	\$9,914,252
ADOT	Renovation	Haviland	2019	\$8,700,000
ADOT	Renovation	Senteniel	2022	\$7,100,000
ADOT	Renovation	McGuireville	2024	\$6,500,000
ADOT	Renovation	Sunset Point	2023	\$6,400,000
NCDOT	Renovation	Buncombe- County I-26	2022	\$5,000,000
CalTrans	Improvements	Gaviota Rest Stop [Wastewater & Electrical]	2022	\$4,600,000

The Indiana Department of Transportation is calling for an investment of over \$600 million (an average of \$28.5 million per location) for improvements to 21 rest areas and welcome centers by 2030. This will support the execution of their 10-year plan to modernize facilities, construct new buildings, improve parking, and add more than 1,1100 additional truck parking spaces.⁸

⁸ [Clear Creek I-70 welcome center closing June 1 for two years](#). The Tribune-Star. May 11, 2023

SAFETY

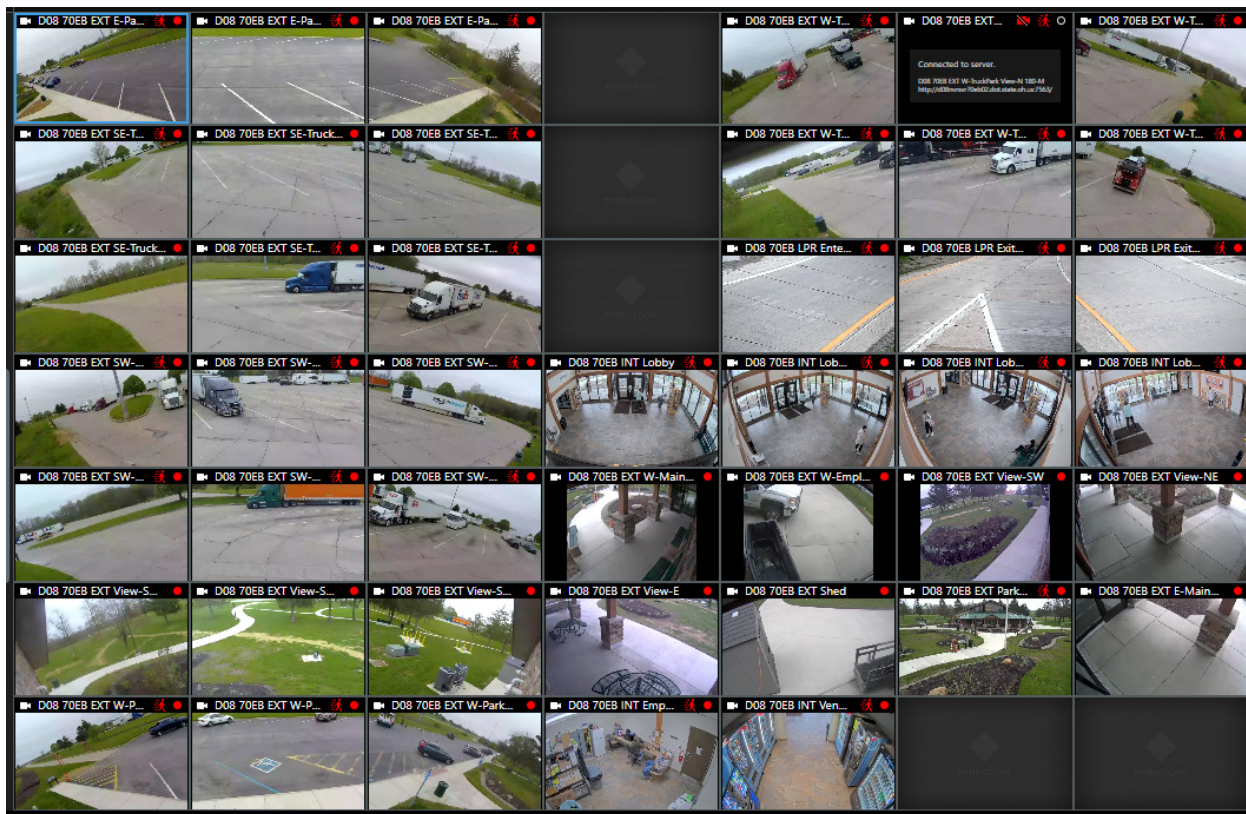
Personal safety

Safety Rest Area programs across the country have distinct ways of addressing safety within their facilities using staffing, private security, cameras, building design, and laws. Of the available safety options, clear laws and regulations supported by appropriate law enforcement seem to be consistent throughout the country. All peer-reviewed safety options were used in conjunction with law enforcement, and enforcement was a key theme for any SRA-related safety measure to be effective.

Many states rely on increased staff presence to reduce illicit activities at SRAs including providing onsite caretakers⁹ and attendants on duty 24 hours a day.¹⁰ Some states also provide private security and cameras.

An emerging trend is the connection of security equipment to state patrol. For example, Ohio is updating its SRAs with cameras and license plate readers that connect with the state patrol's system so that they can provide more efficient services and security measures.¹¹

Many states have additional regulations specific to SRAs. Oregon has more than 20 unique SRA regulations compared to Washington's six. In Oregon, individuals can be banned from a location for up to a year for breaking rules.¹² Several states have stricter parking time limits. Florida and Illinois allow users to stay up to three hours and several states do not allow overnight parking. New Jersey regulations prohibit vehicles under five tons between 6 p.m. and 6 a.m. Sunday through Saturday.¹³



Security cameras included with updated SRA locations in Ohio. Image provided by the Ohio Department of Transportation.

⁹ Arizona Department of Transportation, Rest Areas Highway Maintenance. [Rest Areas - Highway Maintenance | ADOT \(azdot.gov\)](https://www.azdot.gov/rest-areas)

¹⁰ Texas Department of Transportation, Safety Rest Areas. [Safety rest area list \(txdot.gov\)](https://www.txdot.gov/safety-rest-areas)

¹¹ Ohio Department of Transportation

¹² Oregon Department of Transportation. [Rule 734-030-0010 Prohibited Activities](https://www.oregon.gov/ODOT/Rule/734-030-0010)

¹³ New Jersey Transportation, [Rest Areas - Route NJ 23, Traffic Regulations, Reference/Links](https://www.nj.gov/transportation/rest-areas)

Washington Safety Rest Area rules and regulations

Washington has limited rules for SRAs, and they have not been updated since 2003. This contrasts with neighboring and other states whose rules are stricter for parking, speed limits, camping, solicitation, and other actions at SRAs.

Vehicles including cars, campers, trailers, and motorcycles can legally park for eight hours at Washington SRAs within any 24-hour period. Some stalls at SRAs have shorter parking time limits. Commercial trucks can legally park for an hour beyond federally mandated rest periods.¹⁴



Washington Safety Rest Area rules and regulations

Washington Administrative Code (WAC) WAC 468-32-010 Rest Area Rules

defines the following regulations for the safety of the traveling public by governing the conduct and use of safety rest areas. The following restrictions apply to activities in safety rest areas:

- (1) Parking is only permitted in designated areas;
- (2) Litter containers are only for picnic and automobile litter;
- (3) Pets shall stay in designated areas and shall be on a leash at all times;
- (4) Open fires are prohibited;
- (5) Aggressive solicitation for money or goods with the intent to intimidate another person into giving money or goods is prohibited; and
- (6) Sanitary disposal systems are for dumping sanitary wastes only from recreational vehicles. Commercial vehicles are prohibited from using the sanitary disposal systems.

[Statutory Authority: Chapter [47.38](#) RCW. WSR 95-07-106 (Order 150), § 468-32-010, filed 3/20/95, effective 4/20/95.]

¹⁴ For more information, see [Appendix B Commercial Trucks](#)



Washington Safety Rest Area rules and regulations

Revised Code of Washington (RCW) 47.38.020 | Limitations on use of rest areas

- (1) Except where specifically authorized by the department, it is unlawful for any person or persons to stop, stand, or park any vehicle, including but not limited to trailers, campers, and motorcycles, for more than eight hours within a twenty-four hour period, or for any person or persons to camp or to maintain a camp, tent, or other sleeping accommodation or facility, in any safety rest area within the limits of the right-of-way of interstate highways or other state highways or in other areas of state or interstate highways as designated in RCW 47.12.250¹⁵. The department may also designate zones within a safety rest area with shorter parking time limits for the purposes of maximum efficiency and safety. Commercial vehicles may park up to an hour beyond federally mandated rest periods.
- (2) Except where specifically authorized by the department, it is unlawful for any person or persons to stop, stand, or park any disabled vehicle, including but not limited to trailers, campers, and motorcycles, in any safety rest area for more than forty-eight hours, after which time the vehicle is subject to mandatory impoundment under RCW 46.55.080¹⁶.
- (3) The department shall post appropriate signage consistent with RCW 46.55.070¹⁷ (1) at all safety rest areas regarding the parking time limits in this section.
- (4) The Washington state patrol shall enforce this section consistent with RCW 46.55.080, and to the maximum extent practicable.

[2019 c 436 § 1; 1984 c 7 § 205; 1967 ex.s. c 145 § 30.]

RCW 6.13.040 Declaration of Homestead – Declaration of Abandonment

¹⁵ RCW 47.12.250. Acquisition of property for preservation, safety, buffer purposes

¹⁶ RCW 46.55.080. Law enforcement, authorized regional transit authority representative, other public official impound, private impound—Master log—Certain associations restricted.

¹⁷ RCW 46.55.070. Posting requirements—Exception.

Human trafficking

Human trafficking at SRAs remains a significant concern. Factors that make Washington more prone to human trafficking include international borders and ports, large rural areas, and a prevalence of agriculture workers. Human trafficking is a concern in rural areas because organizations that may be able to intervene on behalf of victims are further away.¹⁸

While SRAs offer the traveling public the chance to take a break from the road, victims of trafficking may stop with their traffickers to access facilities as well. To heighten awareness among both victims and travelers, WSDOT installed anti-human trafficking signage in SRA buildings that display the phone numbers for the local and national human trafficking hotlines.

That type of information should always be available to victims of human trafficking. Efforts started in 2010 when a volunteer advocacy group posted anti-human trafficking posters in SRAs during the Winter Olympics in Vancouver, BC. The signs provided contact information to the national human trafficking hotline and were located on major interstates throughout Washington.

In 2022, with the support of several anti-human trafficking partners,¹⁹ new signs were created and installed in all SRAs in Washington. The signs are located within the bathroom stalls of each location so that victims might see the information while they are alone using the facilities and reach out for support.

According to Truckers Against Trafficking,²⁰ seven percent of truckers have witnessed an incident of prostitution or sex trafficking in the last three years, and 26 percent recalled seeing an incident sometime during their careers. Truckers Against Trafficking has trained more than 1.5 million professionals. Additional information at travel kiosks directed toward the public or commercial truck drivers should also be available in the hopes of fostering a proactive, “see something, say something” anti-human trafficking culture.

SRAs can be part of the system that puts an end to human trafficking. There is an opportunity to provide training to SRA staff throughout Washington. If WSDOT staff understands the basics of human trafficking such as red flags and reporting steps, they will be equipped and empowered to report suspicious activity and provide support to individuals in crisis.

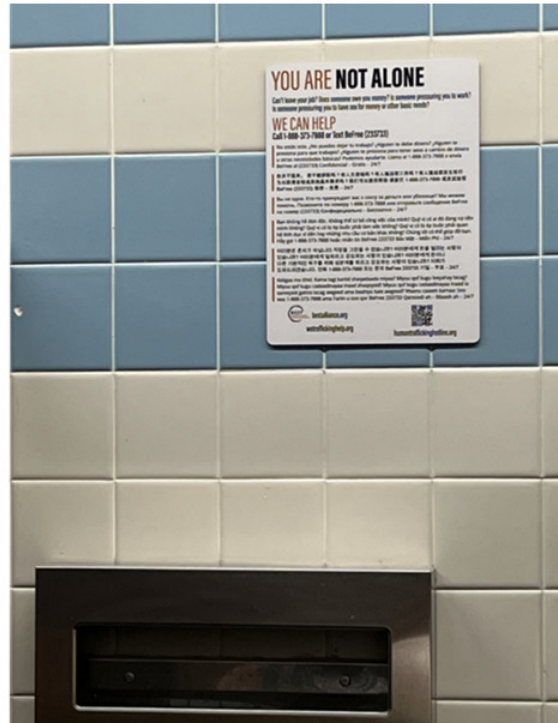
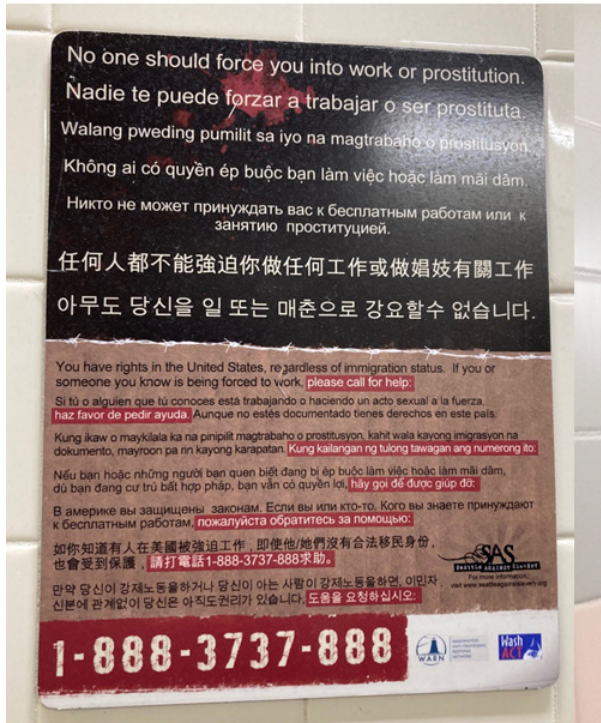
Continued program collaboration with partners from the Department of Commerce, the Anti-Human Trafficking Task Force, nonprofit organizations, and law enforcement will be essential in a comprehensive approach to ending human trafficking.

¹⁸ [Human Trafficking in Rural America](#). Lisa Davis, Penn State Professor of Health and Policy Administration

¹⁹ [Washington State Department of Commerce. Statewide Human Trafficking Task Force-](#) Washington State Department of Commerce

²⁰ [Truckers Against Trafficking • TRUCKERS AGAINST TRAFFICKING](#)

Human Trafficking



Images depict Anti-Human trafficking signage at Safety Rest Areas.

RCW 47.38.080 Human Trafficking Information Posters at Rest Areas

The department may work with human trafficking victim advocates in developing informational posters for placement in rest areas. The department may adopt policies for the placement of these posters in rest areas and these policies must address, at a minimum, placement of the posters in bathroom stalls. The posters may be in a variety of languages and include toll-free telephone numbers a person may call for assistance, including the number for the national human trafficking resource center at (888)373-7888 and the number for the Washington state office of crime victim's advocacy at (800)822-1067.

[2010 c 48 § 1.]

NOTES: Model notice on human trafficking: RCW 43.280.110.

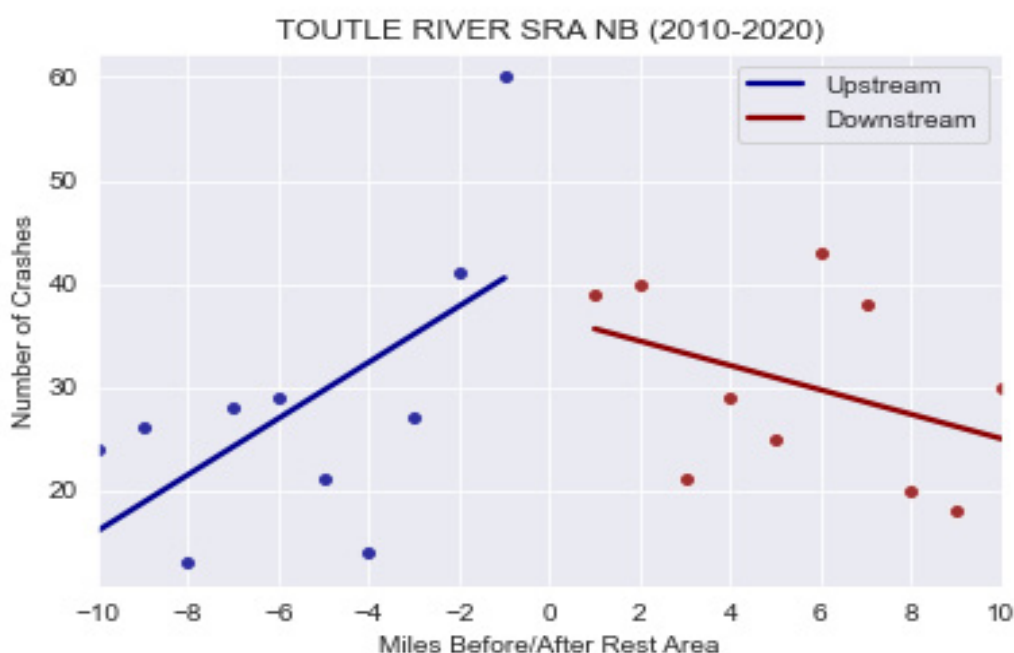
Highway Safety

2023 Washington state Safety Rest Area site evaluation study

Crashes in Washington were evaluated upstream and downstream from SRAs to determine their effectiveness on highway safety. Washington evaluated a database of more than 4 million crash records to support the analysis from 2006-2020. The analysis filtered crashes based on the proximity to SRA locations reducing the total to more than 180,000 crashes, nearly 10,000 of which involved commercial trucks.

The analysis uses a regression discontinuity design to estimate the effects of SRAs on the number of crashes. The evaluation compares crashes approaching an SRA when drivers might be drowsy with crashes occurring past the SRA. Each SRA allows drivers to rest, heighten alertness, and decrease the risk of crashes following the stop. See the illustration below for Toutle River Northbound.

FIGURE 28: Toutle River SRA NB collisions



The analysis indicated that, on average, SRAs are estimated to have contributed to the reduction of 2.94 crashes per rest area over the 2010-2020 study period. With a total reduction of 39.65 crashes over the 10-year study period, Toutle River NB is estimated to contribute the most to crash reduction, or nearly four crashes avoided each year. Each location should still be evaluated with other relevant safety data to understand additional factors that may create variances in the data. The analysis will be used in conjunction with other crash data to evaluate the safety effectiveness of each SRA location.

Crash costs for highway safety analysis

The economic benefit of SRAs was calculated using the FHWA Safety Program's Crash Costs for Highway Safety Analysis. Crash costs are often used as part of network screening to identify the locations with highest potential for safety improvements. In this assessment, collisions for SRA locations were used to evaluate the potential financial impact of SRAs based on collisions and severity during 2016-2020 for each SRA. Based on the analysis, WSDOT's

SRAs provided a \$798 million dollar impact during that time, or \$3.4 million annually per location.

Collisions were evaluated based on whether they occurred upstream or downstream (15 miles each) from each SRA. The collision costs were then calculated by multiplying the severity cost of each collision type for all SRAs.

All collision cost equivalencies were taken from the FHWA Safety Program's Crash Costs for Highway Safety Analysis.²¹ Collisions are rated on the KABCO scale in which K is fatal, A is suspected serious injury, B is suspected minor injury, C is possible injury, and O is no apparent injury or property-damage only (PDO). The data set available for collisions in Washington SRAs only rated severity as fatal, injury, or PDO. Thus, a weighted average of those three types was used. The weights were drawn from the average distribution of these collision types as calculated from a 10-year sample of collision reports in Washington.

Equivalent collision costs saved by presence of Washington SRAs in 2023 dollars

Fatal	\$296,504,250	Total \$798,356,944
Injury	\$392,268,569	
PDO	\$109,584,125	

Spacing distance between Safety Rest Area locations

Spacing distance between existing or planned new locations of SRAs is a key evaluating factor for changes to an existing SRA program. Spacing recommendations by states vary according to its department of transportation but most align with the guidance of The American Association of State Highway and Transportation Officials, which recommends spacing intervals of 60 miles. They also recognize the challenges with rigid spacing rules based on location availability and state that "professional judgment should be used concerning final spacing for their best use. The obvious point from which to assess this spacing is to calculate distance from the previous [rest] area."

When evaluating the distance between SRAs throughout the state, noting the location of the distance between SRAs and the prevalence of alternative service locations is important. Locations with greater distances between SRAs and few alternative service locations along the route are more critical than locations with many stopping locations.

In Washington, the Chamberlain Lake MD, SeaTac NB, Selah Creek EB, and Winchester EB SRAs are fewer than 60 miles from the next closest location. However, all the locations have several nearby alternative service locations.²²

²¹ Federal Highway Administration Office of Safety. [Crash Costs for Highway Safety](#). 2018

²² Table B-2 shows Safety Rest Areas locations with distance in miles to the closest SRA, distance in miles to the closest alternative service location, and total 24-hour alternative service location count. Rest areas marked "None" have no convenience store, gas station, or store type ASLs within a 30-mile radius that operate 24/7 and are within half a mile of the highway. *Indicates locations that are seasonal or have alternative hours or lack parking for all SRA users, such as commercial trucks or RVs.

TABLE B-2: Safety Rest Area alternative service location information

Safety Rest Area	Distance to closest SRA (miles)	Distance to closest ASL (miles)	ASL count
ALPOWA SUMMIT SRA EB	25.3	47.2	2
ALPOWA SUMMIT SRA WB	22.6	47.2	2
BEVIN LAKE SRA MD	45.5	5.4	7
BLUE LAKE SRA MD*	37.4	9.4	6
BOW HILL SRA NB	29.5	10.6	15
BOW HILL SRA SB	31.2	16.2	17
CHAMBERLAIN LK SRA MD	81.5	8.8	5
CUSTER SRA NB	29.5	2	9
CUSTER SRA SB	37.4	3.1	9
DISMAL NITCH SRA MD	76.8	24.1	1
DODGE JUNCTION SRA MD*	22.6	16.7	2
DUSTY/MADER SRA MD*	27.7	0.5	4
ELBE SRA MD*	45.5	17	9
ELMA SRA EB	35.4	1.9	15
FOREST LEARNING CENTER SRA MD	37.7	33.7	8
GEE CREEK SRA NB	43.3	4.4	10
GEE CREEK SRA SB	45.1	1.8	10
HATTON COULEE SRA MD	29.6	21.2	9
HORN SCHOOL SRA MD	37.9	30.6	4
INDIAN JOHN HILL SRA EB	36.8	24.9	8
INDIAN JOHN HILL SRA WB	36.6	17.1	8
IRON GOAT SRA MD*	23.7	none	0
KELLER FERRY SRA MD	31.4	15.4	1
MAYTOWN SRA SB	38.7	5.9	15
NASON CREEK SRA MD*	23.7	none	0
PROSSER SRA MD	41.9	0.3	2
QUINCY VALLEY SRA MD	24.3	15.4	6
RYEGRASS SRA EB	35.4	16.5	16
RYEGRASS SRA WB	39.5	34.9	16
SCATTER CREEK SRA NB	49.7	2.9	15
SCHRAG SRA EB	29.6	26.6	7
SCHRAG SRA WB	36.4	23.6	7
SEA TAC SRA NB	66.6	3.4	18
SELAH CREEK SRA EB	81.5	26.3	11
SELAH CREEK SRA WB	46.4	7	11
SILVER LAKE SRA SB	50.3	2.3	22
SMOKEY POINT SRA NB	39.3	4.2	22

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Safety Rest Area	Distance to closest SRA (miles)	Distance to closest ASL (miles)	ASL count
SMOKEY POINT SRA SB	25.8	1.6	22
SPRAGUE SRA EB	42.9	20.3	6
SPRAGUE SRA WB	52	26.8	6
TELFORD SRA MD	31.4	16.5	2
TOUTLE RIVER SRA NB	49.2	6.7	6
TOUTLE RIVER SRA SB	38.7	11.1	6
TRAVELERS REST SRA MD	36.6	22.5	7
VERNITA SRA MD	41.9	30.6	4
WINCHESTER WASTEWAY SRA EB	68	19.6	7
WINCHESTER WASTEWAY SRA WB	30.9	26.3	7

PEOPLE LIVING UNSHELTERED AT SAFETY REST AREAS

Homelessness is a systemic, nationwide issue whose effects are evident in Washington including state rights of way and at the state's SRAs. There are many root causes at play, including unemployment, poverty, physical and mental health issues and addiction, but the overarching need to move people on the path to safe, stable housing is affordable housing.

As a transportation agency, WSDOT does not have the staff, resources, or expertise to address the underlying causes of homelessness alone – and so must work with various partners including local governments, social service outreach and law enforcement..²³

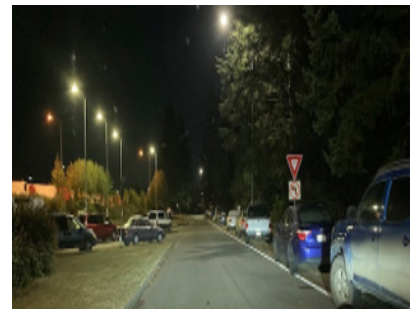
Support for homelessness with the state's right of way, including SRAs, must come from a multi-agency response.

Parking violations

SRAs are intended for short-term visits by the traveling public and freight haulers. They are necessary for preventing drowsy driving, and it is essential that parking is always available.

SRA parking limits:

- Automotive and recreational vehicle travelers – 8 hours within 24 hours²⁴
- Commercial vehicles – 11 hours within 24 hours



Parking images: Illegally parked RV and trucks, one hour parking only signs, 26 illegally parked vehicles at Silver Lake SRA.

Towing Vehicles at rest areas

Towing vehicles that have stayed past parking limits is one of many tools to consider in rest area management, but state Supreme Court rulings about RVs as homesteads ²⁵, and the agency's compassionate approach to provide services and info about available housing to people experiencing homelessness, also need to be considered in the overall approach to rest area management

²³ [Public Health Associated with Homeless Encampments on Department Owned Rights of Way](#). Nov 2022

²⁴ Several locations may include parking spaces that have shorter parking time limits.

²⁵ City of Seattle v. Long. Justia US Law

Encampments

Homeless encampments are a public safety concern at SRAs. Smokey Point near Marysville has had ongoing challenges with users staying beyond legal parking limitations. In June 2022, Washington State Patrol, in conjunction with WSDOT and the state Department of Commerce as part of the state Right of Way Safety Initiative, increased enforcement, including providing contacts for government and nonprofit groups to individuals experiencing homelessness.

Encampments come with social and safety challenges. In Seattle, encampments average 33 medical responses and five fire responses per day and two reports of gunfire per week.²⁶

- SRAs located near urban communities, especially along the I-5 corridor, tend to experience the highest levels of homeless encampments.
- Individuals living in WSDOT's SRAs affect WSDOT employees in varying ways. WSDOT staff often feel helpless to connect individuals with the resources they need and may have concerns for their own safety because of drug use or aggressive behavior.
- As part of the strategic planning process, we have collaborated with 211 and Volunteers of America to explore ways to better support people experiencing homelessness at safety rest areas, including connecting them with services.

Smokey Point Northbound and Southbound

In partnership with Washington State Patrol and the state Department of Commerce, WSDOT closed these locations July 18-29, 2022, to create a plan to keep people from staying beyond posted parking limits and to organize support and outreach for people experiencing homelessness at the site. To support change:

- Washington State Patrol added more patrols.
- WSDOT installed new parking signs clearly labeling a commercial trucks-only parking lot.
- WSDOT, Washington State Patrol, the state Department of Commerce and service provider Volunteers of America collaborated to provide outreach, support and housing for individuals experiencing homelessness.
- WSDOT also closed the RV parking lot at the Smokey Point SRAs until further notice to prevent people from staying there long-term. The rest of the rest area, including RV dump sites, remains open.

Gee Creek Southbound

- The southbound Gee Creek rest area, north of Vancouver, was temporarily closed to the public on July 21, 2022, due to police activity for a report of weapon-brandishing between two individuals residing in the RV parking lot. Like Smokey Point, WSDOT closed RV parking at Gee Creek until further notice, but the rest of the safety rest area remains open.

²⁶ One Seattle Homeless Action Plan. City of Seattle

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

FIGURE 29: Washington Safety Rest Areas encampment map

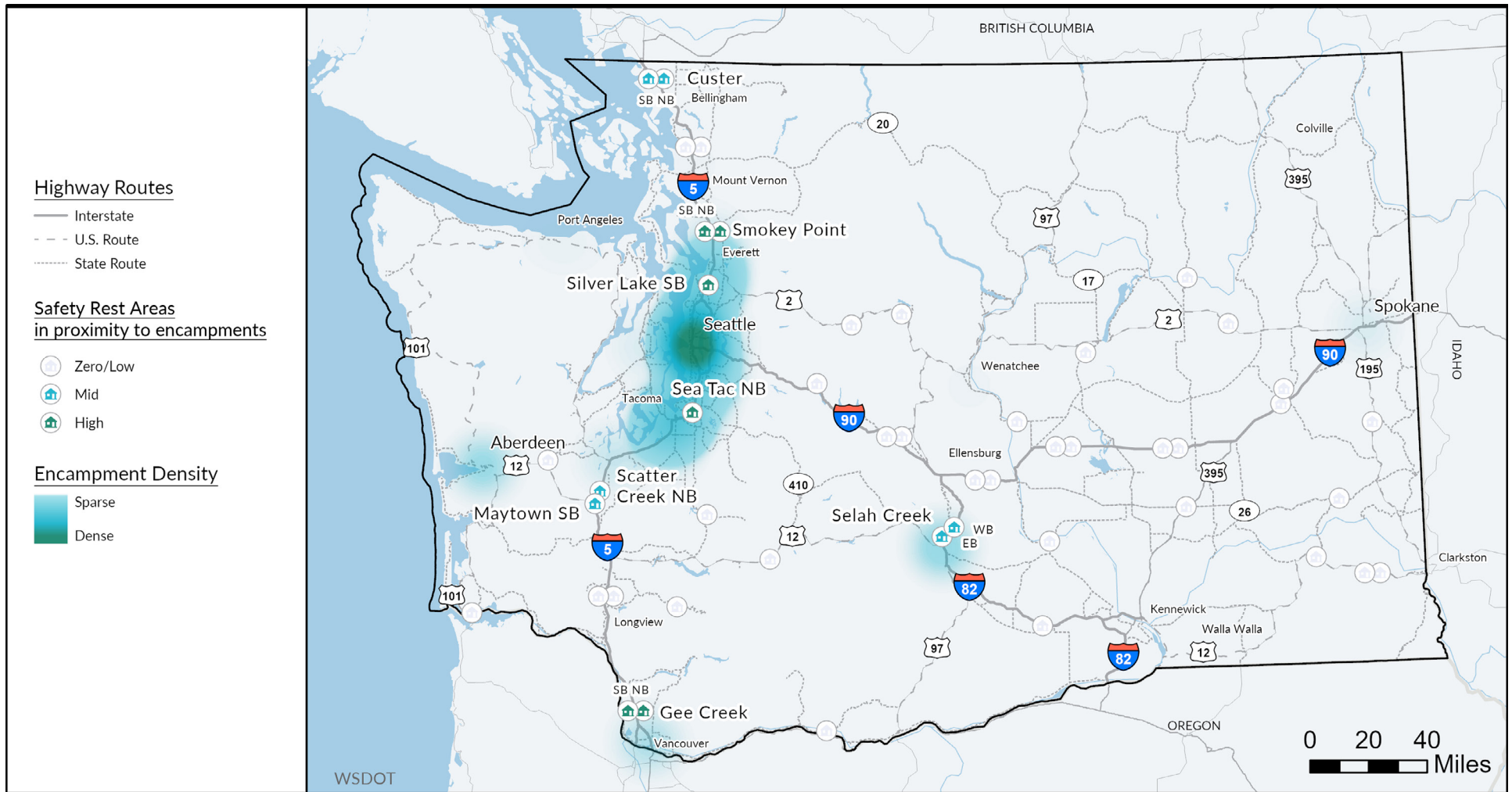
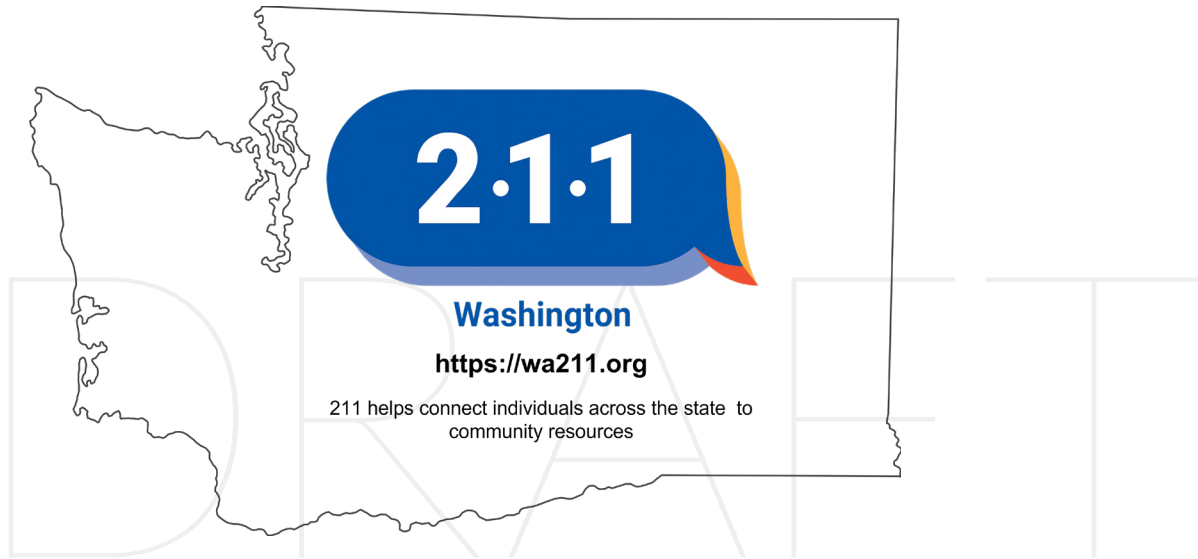


Figure depicts encampment density near existing Safety Rest Areas.

Washington 211



UWW 211 PSA Final HD - YouTube

Connecting people to resources is one of the first steps to helping them overcome life's challenges. SRAs are often located where it is more challenging to provide services. In-person interviews with people living in SRAs and employees working at those locations indicated a lack of connection to local community resources.

WSDOT research found that 211 offers an opportunity to support that gap throughout the state. WSDOT recommends adding signage to SRAs statewide with 211 information as an additional resource to the agency's other partner-based outreach. Individuals experiencing crisis or homelessness can connect to 211's database of more than 27,000 local resources in their community, including housing, food, health, childcare, elder care, crisis intervention, and more.²⁷

As part of WSDOT's focus on resiliency, 211 provides resources during times of crisis and disaster. As part of the Washington Emergency Management Plan, it provides an established number for non-life threatening situation information, including disaster status, evacuation routes, road closures, shelter location, and coordination with local resources.

²⁷ Washington 211 [About 2-1-1 - Washington 211 \(wa211.org\)](https://wa211.org)

FINANCIALLY SUSTAINABLE OPERATIONS

Safety Rest Area condition assessments

SRAs are evaluated at the site level using a facility condition rating system, and WSDOT completed condition assessments on 47 SRAs in 2021. Given that the most critical structures to SRA operations include water, sewer, and pavement, the site rating is the most accurate representation of the condition of each location.

SRAs align with WSDOT's Capital Facilities division's condition-assessment standards, which aim for evaluation consistency statewide so that funding is appropriately designated to the greatest need. The standards were updated in 2022 to align with the International Facility Management Association. The condition assessments are one tool for determining the prioritization of critical projects.

Historically, planned projects have been programmed based on the greatest need. Given the number of failing assets and limited capital moving forward, SRA program weights will also be used to inform the prioritization of projects.

In the 2021 condition assessments, 87 percent of the SRAs were rated in critical condition, and 28 SRA buildings will reach 50 years of age or more in the next five years. A review of SRA condition since 2015 shows a decline in locations rated in good condition and a sizable increase in the total sites rated in critical condition²⁸. With the deterioration in condition ratings and SRAs reaching 50 years in age, there is an urgent need for considerable investment in the replacement or rehabilitation of SRAs.

The SRA program is committed to serving as good stewards for the state by continuing to invest funds in developing and maintaining the facilities that best meet user needs. Based on available funding, WSDOT may be forced to make decisions to close some SRAs. In those instances, the findings will be carefully considered with the community's involvement and informed by public safety needs, the SRA program weights, and the Code of Federal Regulation (23 CFR 752).

The typical cost to close a full-service rest area is \$600,000-750,000²⁹. Over the next 15 years, WSDOT will need to invest \$375- \$525 million to upgrade or renovate the aging facilities. If funding is not available to support updates, tradeoff decisions will need to be made. It is recommended that locations that are unlikely to be prioritized for funding should plan for timed closures to coincide with major building improvement needs³⁰ or untimed closures when locations experience building repairs in excess of \$50,000.

²⁸ See [Figure B-5: Safety Rest Area condition assessments](#)

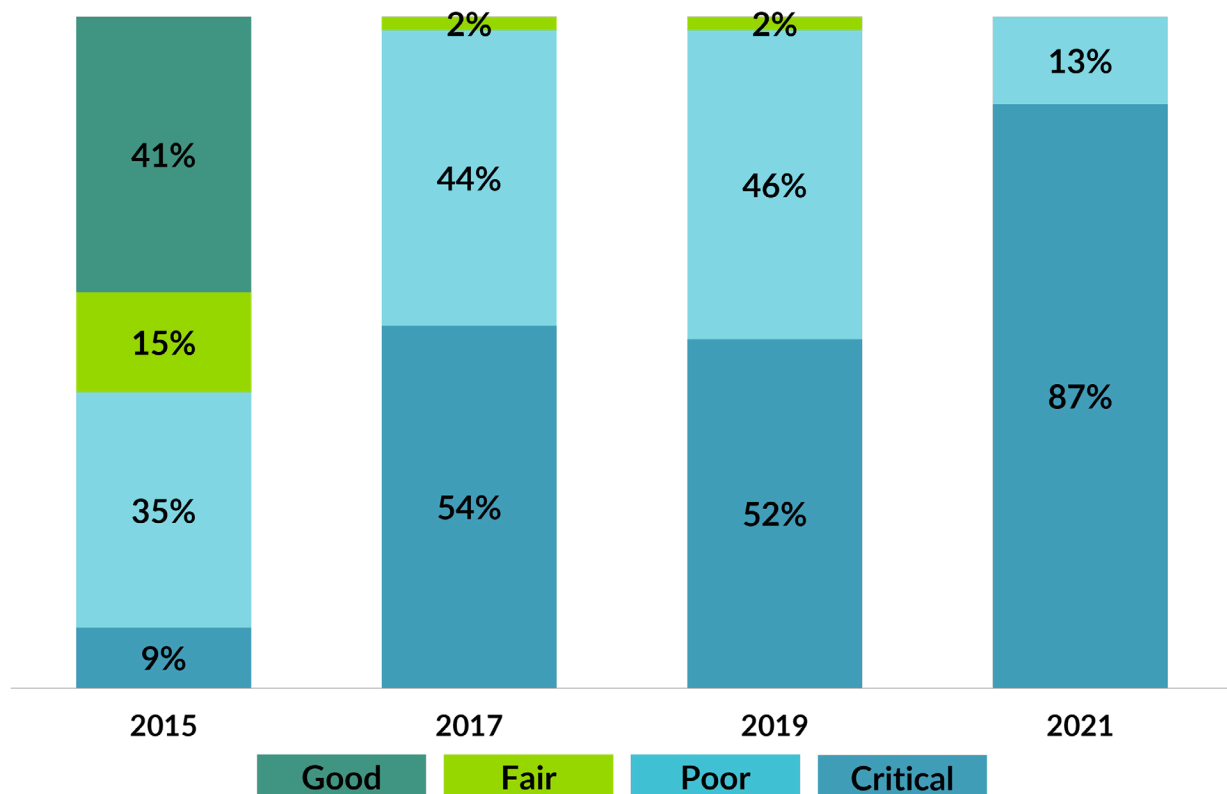
²⁹ Building removal is estimated to be \$350,000. In addition, water, sewer, and Federal ROW funding credits are variable and would need to be evaluated at each location.

³⁰ Major building improvement needs could be based on condition assessments or the timing of critical system failures. As locations not prioritized for funding have major infrastructure failures, WSDOT teams will complete a location trade-off and funding analysis to determine recommendations for the specific location. This analysis will be developed using SRA Priority rankings.

Condition Rating	Description
Good ³¹	System components are in good condition, with some elements showing signs of deterioration that require attention, but are typically safe and reliable with minimal capacity issues and low risk of failure.
Fair	The facility shows signs of deterioration and requires attention, some elements exhibit significant deficiencies in condition and functionality, and there is an increased risk of failure with some components approaching the end of their service life.
Poor	A large portion of systems exhibit significant deterioration, and condition and capacity are of serious concern. There is a strong risk of component/ system failure. These multiple major deficiencies will lead to unexpected repairs and unplanned costs.
Critical	A large portion of systems exhibit significant deterioration, and condition and capacity are of serious concern. There is a strong risk of major component/ critical system failure that will lead to a need for significant structural repairs, renovation, or replacement. The potential for whole building closure is high.

FIGURE 30: Safety Rest Area condition assessments

Safety Rest Area Condition Assessments



³¹ [Gray Notebook 83 - quarter ending September 30, 2021 \(wa.gov\)](#)

CUSTOMER EXPERIENCE

Operations

Types of Safety Rest Areas

WSDOT uses SRA classifications based on the amenities they provide. All SRAs are ADA accessible and provide restroom facilities and parking lots.

- **Class 1 facilities** are open 24 hours daily, offering drinking water, travel displays, and vending machines. Washington has 16 Class 1 facilities, all located on interstate highways. These SRAs are typically located on larger (15-30 acres) sites. They feature picnic areas, lighted walkways, and parking lots for commercial trucks and recreational vehicles. They may also contain pet areas, scenic views, and regional or historical interpretative information.
- **Class 2 facilities** may be open 24 hours per day but may also be seasonally operated. They range in size from 5-15 acres and include flushing or vaulted toilets. They feature picnic facilities and paved parking at a minimum. They may also contain pet areas, scenic views, and regional or historical information. Washington has 25 Class 2 facilities: 11 on interstate highways and 14 are on non-interstate highways.
- **Class 3 facilities** are vaulted-toilet facilities that include picnic facilities, paved lots, and historical or interpretive displays. They may be open 24 hours per day, but many are seasonal locations. They are located on smaller sites ranging from 1-5 acres. Washington has six Class 3 facilities. They are all situated on non-interstate highways.

New concepts and emerging classifications

- Two additional classifications are emerging but have not been incorporated into the SRA facility classifications: urban format SRAs and truck-only locations.
 - An urban format SRA is a new concept with amenities of Class 1 facilities. The locations under consideration are all located on interstate highways near more prominent urban areas with smaller RV/trailer parking facilities and expanded truck parking facilities.
 - Truck-only locations are a new concept. Most offer a minimum of gravel parking lots, port-a-potties, and trash service. Truck-only locations are emerging around the country, and some locations provide full restroom facilities.

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

TABLE B-3 - Safety Rest Area amenities list

TYPE	Safety Rest Area location	ADA	Drinking water	Travel info	RV dump	Vending	Picnic area	EV charging	Hours of operation	Truck parking spaces
C-1	BOW HILL SRA NB	✓	✓	✓			✓		24/7/365	11
C-1	BOW HILL SRA SB	✓	✓	✓			✓		24/7/365	13
C-1	GEE CREEK SRA NB	✓	✓	✓	✓	✓	✓		24/7/365	22
C-1	GEE CREEK SRA SB	✓	✓	✓	✓	✓	✓	✓	24/7/365	11
C-1	MAYTOWN SRA SB	✓	✓	✓		✓	✓		24/7/365	12
C-1	SCATTER CREEK SRA NB	✓	✓	✓	✓		✓		24/7/365	37
C-1	SEA TAC SRA NB	✓	✓	✓	✓	✓	✓		24/7/365	18
C-1	SILVER LAKE SRA SB	✓	✓	✓	✓	✓	✓		24/7/365	12
C-1	SMOKEY POINT SRA NB	✓	✓	✓	✓	✓	✓		24/7/365	11
C-1	SMOKEY POINT SRA SB	✓	✓	✓	✓	✓	✓		24/7/365	10
C-1	TOUTLE RIVER SRA NB	✓	✓	✓			✓		24/7/365	25
C-1	TOUTLE RIVER SRA SB	✓	✓	✓			✓		24/7/365	25
C-1	PROSSER SRA MD	✓	✓	✓	✓		✓		24/7/365	7
C-1	SELAH CREEK SRA WB	✓	✓		✓		✓		24/7/365	11
C-1	INDIAN JOHN HILL SRA EB	✓	✓	✓	✓	✓	✓		24/7/365	23
C-1	INDIAN JOHN HILL SRA WB	✓	✓	✓	✓	✓	✓		24/7/365	19
C-2	CUSTER SRA NB	✓	✓	✓		✓	✓	✓	24/7/365	14
C-2	CUSTER SRA SB	✓	✓			✓	✓		24/7/365	11
C-2	SELAH CREEK SRA EB	✓	✓	✓	✓		✓		24/7/365	11
C-2	RYEGRASS SRA EB	✓	✓			✓	✓		24/7/365	9
C-2	RYEGRASS SRA WB	✓	✓			✓	✓		24/7/365	8
C-2	SCHRAG SRA EB	✓	✓			✓	✓		24/7/365	18
C-2	SCHRAG SRA WB	✓	✓		✓	✓	✓		24/7/365	19
C-2	SPRAGUE SRA EB	✓	✓		✓	✓	✓		24/7/365	20
C-2	SPRAGUE SRA WB	✓	✓			✓	✓		24/7/365	15
C-2	WINCHESTER WASTEWAY SRA EB	✓	✓		✓		✓		24/7/365	8
C-2	WINCHESTER WASTEWAY SRA WB	✓	✓		✓		✓		24/7/365	9
C-2	BEVIN LAKE SRA MD	✓	✓				✓		24/7/365	6
C-2	CHAMBERLAIN LK SRA MD	✓	✓	✓			✓		24/7/365	6
C-2	BLUE LAKE SRA MD	✓	✓				✓		SEASONAL	0

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

TYPE	Safety Rest Area location	ADA	Drinking water	Travel info	RV dump	Vending	Picnic area	EV charging	Hours of operation	Truck parking spaces
C-2	KELLER FERRY SRA MD	✓	✓				✓		24/7/365	0
C-2	VERNITA SRA MD	✓	✓		✓		✓		24/7/365	6
C-2	HATTON COULEE SRA MD	✓	✓		✓		✓		24/7/365	9
C-2	QUINCY VALLEY SRA MD	✓	✓				✓		24/7/365	6
C-2	DISMAL NITCH SRA MD	✓	✓	✓			✓		24/7/365	7
C-2	FOREST LEARNING CENTER SRA MD	✓	✓	✓			✓		24/7/365	7
C-2	ELMA SRA EB	✓	✓		✓	✓	✓		24/7/365	36
C-2	TRAVELERS REST SRA MD	✓	✓						24/7/365	0
C-2	HORN SCHOOL SRA MD	✓	✓				✓		24/7/365	5
C-2	NASON CREEK SRA MD	✓	✓		✓	✓	✓		SEASONAL	18
C-2	TELFORD SRA MD	✓	✓				✓		24/7/365	9
C-3	ALPOWA SUMMIT SRA EB	✓	✓	✓			✓		24/7/365	4
C-3	ALPOWA SUMMIT SRA WB	✓		✓			✓		24/7/365	4
C-3	DUSTY/MADER SRA MD	✓							24/7/365	0
C-3	ELBE SRA MD	✓		✓			✓		LIMITED	0
C-3	DODGE JUNCTION SRA MD	✓							24/7/365	0
C-3	IRON GOAT SRA MD	✓							SEASONAL	0

Safety Rest Area closures, new locations, and expansion

Emergency closures

Emergency closures are unanticipated and are required to preserve public health or safety. SRA services are suspended immediately when a condition is determined to be a public health or safety hazard, such as:

- Water safety concerns.
- Utility outages.
- A building has a structural issue that will impact the safety of users for the location.
- Law enforcement, including Washington State Patrol, deems it necessary to close the location for the public's safety.

Intermittent/seasonal/economic closures

Intermittent/seasonal closures are planned and scheduled to respond to seasonal issues such as weather or an expected and documented reduction in demand during a specific timeframe. Economic closures are planned closures or the temporary suspension of services to respond to unexpected budget concerns. Financial closures may occur after careful consideration in reducing program costs.

Closure schedules will be recommended by regions for approval by the SRA program so that notification can be given to SRA partners and communication groups.

Maintenance closures

Maintenance closures are planned and scheduled to perform semi-annual maintenance at larger SRAs where more major plumbing, electrical, or parking lot maintenance activities must be completed. It allows for completing tasks that would pose safety risks with the SRA open to the public.

SRA closure communication

Communication comes from many places within WSDOT, and communication with the traveling public is a common concern from the traveling public. Commercial truck drivers want to be able to plan appropriately for SRA closures. WSDOT has teams that work together to communicate information to the traveling public.

The WSDOT teams that support communications include regions and regional communicators, headquarters, and headquarters communications. SRA maintenance leads, supervisors, and superintendents report planned maintenance closures to the regional communicators and the HQ SRA teams. Information is shared with freight communication partners with details on the planned closure. Information is emailed to affected stakeholders ahead of the closure and then made available online in traveler alerts during the closure. SRA regions also support notifications with signage at the rest area.

Unplanned closures have less reaction time, and the closure length is usually unknown. The information is shared through traveler alerts as soon as possible, and communication through regular teams may miss steps creating barriers to communication with all impacted parties. Examples of unplanned closures include loss of power, water safety concerns, or significant safety incidents.

New facilities or expansion of existing facilities

Decisions for opening new locations should not be made lightly given the long-term impacts on the program. Funding availability, program weights³² and FHWA requirements will be considered.

Expansion or the evaluation of new locations was initially outlined in the 2008 Washington Safety Rest Area Strategic Plan. It aligns with AASHTO guidelines, and the core [program weights](#) that evaluate locations based on safety. If funding opportunities become available to support expansion or new locations it should be evaluated in a tradeoff-off assessment and meet four qualifiers.

Safety Rest Area Expansion or New Location Criteria

Trade-Off Assessment

An initial tradeoff assessment should be conducted to understand if the existing program's overall financial sustainability is possible for existing locations and whether the funding is able to maintain existing operations. Would the new location be a better option for the traveling public than existing locations that may not receive long-term funding due to the expense of opening a new location?

Initial Qualifier: Alternative Service Locations

The Safety Rest Area Program, like the Federal Highway Administration (FHWA), has adopted AASHTO's guidelines for SRA spacing. The program's goal for statewide coverage is to ensure the traveling public has effective stopping opportunities every 60 miles along interstates and state routes. Partnership opportunities can influence the program into evaluating a site within 60 miles of another effective stopping opportunity in the interest of improved services to the traveling public.

In large urban areas with numerous options for stopping, a location may be less necessary than on routes with few alternative options.

Secondary Qualifier: Safety Benefit analysis based on average annual traffic volume, collision data, and societal costs per type of collision to determine the site selection rating. This is included in the Safety metrics of Appendix C.

The second step in the potential expansion process is an analysis of the AATV and collision data. New SRAs are expected to reduce fatigue-related accidents by 10 to 30 percent. The collision data within 30 miles of the location for the six years prior to the evaluation is used for analysis. The ratio between AATV and fatigue-related collision data and consideration for the annual societal cost of the collisions will identify which areas could have the most societal benefit.

Third Qualifier: Additional location information, such as scenic byways and existing highway safety measures, will be used to increase or decrease the value of a proposed site.

The third qualifier is additional information to determine the desirability of the evaluated site. It considers if the site location is on a scenic byway, which would increase its benefit. It also considers the existing use of highway safety measures such as rumble strips, roadway lighting, and guardrail in the evaluated area which would reduce a new SRAs total benefit to the area.

Last Qualifier: Feasibility analysis to identify available utilities, adjacent land conditions, etc. This step will determine what the site can potentially handle for traffic and use volumes.

The last qualifier is an evaluation of site characteristics which will determine the feasibility of constructing a new SRA in the vicinity and the classification of the new SRA, according to the AASHTO Guide for Development of New Safety Rest Areas. Tradeoffs and compromises must be made when evaluating new locations. Professional judgment must be applied, which will be detailed in the project prospectus when a new facility is proposed.

³² See [Appendix C](#)

Organization

SRAs are managed and operated collaboratively by WSDOT's Maintenance Operations Division and six regional maintenance divisions. The Facilities Office manages policy, planning, capital budget, and compliance; the operations budget is completed by the Maintenance Office; and each region's maintenance division manages daily operations.



Images depict maintenance operation staff and restroom cleaning signs

FIGURE 31: Washington Safety Rest Areas regional responsibilities



Figure depicts Washington Department of Transportation Regions and Safety Rest Area regional responsibility.

Maintenance activities

The Maintenance team performs tasks within SRA that are grouped into preventive and corrective maintenance.

Preventive maintenance

This is regular maintenance that keeps the facility in good repair. It is estimated by evaluating the building and equipment inventories and developing preventive maintenance schedules and procedures that support tracking performance, hours, and material costs.

Corrective maintenance

This is characterized by unplanned one-time, emergency, breakdown, or corrective repairs. Corrective maintenance is done in a tactical and reactive approach. With limited resources and funding, corrective maintenance may replace planned preventive maintenance activities.

Water and waste treatment

WSDOT manages water systems at all SRAs. While some SRAs are located on interstates and connect to municipal water and sewer services, most are supported by wells and septic systems. Drinking water obtained from drilled wells and springs must be safe for consumption and conform to state and federal laws. These locations are managed with regulatory oversight from the EPA and the Department of Health.

The Clean Water Act³³ gives the Department of Health³⁴ regulatory responsibility for overseeing public water systems. The critical requirements of these public water systems include monthly water quality sampling, contaminant monitoring, a certified operator to manage the SRA program, regular inspections, and obtaining an annual operating permit for each location.

WSDOT is evaluating opportunities for adding technology capabilities to support cloud-based resource monitoring systems to improve program effectiveness.

³³ Environmental Protection Agency (EPA), [Clean Water Act 1972](#)

³⁴ Washington Title [70A RCW Environmental Health and Safety](#)

CUSTOMERS AND COMMUNITY INVOLVEMENT

Inclusive and accessible Safety Rest Areas

WSDOT is committed to providing facilities that are welcoming and inclusive to all users. Most SRAs were not built to support modern inclusivity needs. Today's population includes aging people with accessibility needs, modern families, and single parents traveling with young children. As well, more women are working in careers such as commercial trucking.³⁵

Americans with Disabilities Act (ADA guidelines)

Existing Washington SRAs meet ADA accessibility guidelines. SRA design guidance follows the ADA Accessibility Guidelines for Buildings.

Washington Safety Rest Area ADA Resources

[Chapter 1710 Washington Safety Rest Area Design Guidance](#)

[Americans with Disabilities Act \(ADA\) Accessibility Guidelines for Buildings and Facilities; Architectural Barriers Act \(ABA\) Accessibility Guidelines](#)



Image depicts ADA signage and adult changing table

Accessibility

SRAs were not built to support many of today's modern accessible amenities. While locations meet the ADA guidelines, they do not necessarily meet all the needs of the Washington traveling public. Feedback from the 2022 SRA customer survey³⁶ brought about requests for adult changing tables, roomier ADA stalls, and additional ADA stalls.

The SRAs have not undergone a statewide accessibility audit since before 2008. There is an opportunity to improve communication and understand specific locations where deficiencies exist. The Virginia Department of Transportation approaches gathering ADA information at its SRAs by duplicating the federal inspection checklist in a user-friendly mobile application, allowing for an interactive process with users at individual locations. The information is then collected and stored in interactive dashboards within ArcGIS.³⁷

³⁵ See [Appendix A Amenities and facilities](#)

³⁶ See [Appendix A Amenities and facilities](#)

³⁷ Timmons Group GIS, [Measuring VDOT Safety Rest Area ADA Compliance \(arcgis.com\)](#)

“Help with toileting is a common need for aging adults with disabilities and other conditions. Many adults and children need access to changing spaces larger than a baby changing table. Everyone deserves a safe, dignified, and clean toileting experience.” The Tennessee Department of Transportation is investing \$1 million to install adult changing tables in their SRAs and welcome centers.³⁸ In Arizona, a new law requires publicly funded renovations or new buildings to include an adult changing table in family restrooms.³⁹

Addressing gender

Addressing gender at SRAs is essential to providing a welcoming environment to the traveling public. In-person site visits throughout the state found situational examples of existing gender disparities, making people feel unwelcome.

Survey responses included feedback on why individuals do not utilize SRAs. At the Maytown SRA, a man standing outside the women’s restroom felt compelled to explain that he wasn’t a danger to anyone and was waiting for his 8-year-old daughter who was using the bathroom. “We needed to stop, and I certainly am not going to take her into the men’s restroom.”

A female commercial truck driver indicated that the building was designed with entrances for both men’s restrooms on the truck parking lot. She couldn’t see the doors to the women’s restrooms where she needed to park, reducing her sense of safety.

A transgender person explained that they were uncomfortable using either restroom. It makes other people uncomfortable, making them feel uncomfortable. They never know if anyone will say anything, and it doesn’t feel safe. In Washington, state law supports individuals to use the restroom consistent with their gender identity⁴⁰. “For transgender people, deciding between using the men’s or women’s bathroom can be tough, even harmful. Nearly 70 percent of transgender people, particularly trans women, have undergone verbal harassment in gender-segregated bathrooms while almost 10 percent have reported physical assault.”⁴¹

³⁸ TDOT. [TDOT Makes Accessibility Improvements at Tennessee Rest Areas and Welcome Centers](#). 2022

³⁹ Council on Developmental Disabilities. [True Accessibility Means Dignity in Public Restrooms](#)

⁴⁰ [WAC 162-32-060 | Gender-segregated facilities](#)

⁴¹ Archdaily. [Designing around Debate: The Gender-Neutral Bathroom | ArchDaily](#). 2022

Washington State Gender Laws

WAC 162-32-060 | Gender-segregated facilities

(1) Facility use. All covered entities shall allow individuals the use of gender-segregated facilities, such as restrooms, locker rooms, dressing rooms, and homeless or emergency shelters, that are consistent with that individual's gender expression or gender identity.

In such facilities where undressing in the presence of others occurs, covered entities shall allow access to and use of a facility consistent with that individual's gender expression or gender identity.

(2) Cannot require use inconsistent with gender expression or gender identity. A covered entity shall not request or require an individual to use a gender-segregated facility that is inconsistent with that individual's gender expression or gender identity, or request or require an individual to use a separate or gender-neutral facility.

(a) If another person expresses concern or discomfort about a person who uses a facility that is consistent with the person's gender expression or gender identity, the person expressing discomfort should be directed to a separate or gender-neutral facility, if available.

(b) Any action taken against a person who is using a restroom or other gender-segregated facility, such as removing a person, should be taken due to that person's actions or behavior while in the facility, and must be unrelated to gender expression or gender identity. The same standards of conduct and behavior must be consistently applied to all facility users, regardless of gender expression or gender identity.

(3) Provision of options encouraged. Whenever feasible, covered entities are encouraged to provide options for privacy, such as single-use gender-neutral bathrooms or private changing areas, that are available to any individual desiring privacy.

[Statutory Authority: RCW 49.60.120(3). WSR 15-24-071, § 162-32-060, filed 11/25/15, effective 12/26/15.]

Community involvement

Free coffee program

SRA's host a free coffee program at designated SRA's throughout the state. The program promotes safe highways by offering free coffee to reduce drowsy driving. Travelers can learn more about the participating volunteer group and make a voluntary donation for the free coffee service.

The program was created to help combat drowsy driving by offering coffee to weary drivers. Initially, the Washington program required volunteers to provide coffee for 24 hours to ensure coverage during the peak overnight crash timeframe. Due to safety concerns and the changing needs of volunteer groups, the overnight requirement is no longer in place, reducing the safety benefits provided by the program.

The public supports the program and appreciates the smiling faces, the added feeling of safety that additional visible volunteers provide, and the sense of community that the program supports.



Image depicts Free Coffee Program volunteers

Free coffee program and reduced participation

The program reopened following a COVID-related closure, and the 2022 participation levels were significantly lower than in prior program years.

WSDOT interviewed several free coffee program volunteers who had participated with nonprofit groups prior to the COVID-19 pandemic. They shared several reasons that they were no longer participating, including:

- Volunteer organizations have been unable to recover adequate membership to support the program after the pandemic.
- Concerns about post-pandemic/lockdown contact with larger groups.
- Safety concerns at several SRAs.

With its reopening, the coffee program was streamlined so that rules were consistent across the state.⁴² Several members were discouraged when they could no longer offer baked goods as part of the program.

Litter removal

Litter removal had the most interest of recommended volunteer activities in the 2022 SRA customer survey.⁴³ Given the interest, evaluating the opportunity for litter pickup may be a natural extension for SRAs. The locations are highly visible to the traveling public as people exit their vehicles, and litter can leave a poor impression on traveling visitors. With existing maintenance budgets, litter pickup is a lower priority than bathroom cleaning activities.

In a 2022 study, the Department of Ecology reported that, with 1,758 pieces of litter per 1,000 square feet, SRAs had the most litter per square foot of all public places it surveyed. WSDOT's Adopt a Highway and the Department of Ecology's Youth Corps programs partner on cleanup efforts along highways where available and safe to do so, as litter has an impact on the environment, wildlife, economy, communities, and road safety.⁴⁴ Volunteer efforts are appreciated, but there are not enough volunteers to cover the existing highway system.

⁴² [Rest Area Free Coffee Program | WSDOT \(wa.gov\)](#)

⁴³ See [Appendix A Volunteering Opportunities](#)

⁴⁴ Washington Department of Ecology. [Not littering... Simple As That](#)

A workgroup would need to evaluate the feasibility of a litter-removal program at SRAs given state law⁴⁵ and existing WSDOT resources.

Community involvement and peer state findings

Keeping SRAs looking beautiful with creative uses of space supportive of their communities provides a connection for many states. Michigan SRAs partner with Michigan State University and its Master Gardener Volunteer Projects to design, install, and maintain several annual flowers displays at rest areas. They are on hand during several holiday weekends to educate visitors about gardening.⁴⁶

Source: Michigan State University



The Virginia DOT launched a volunteer-based pollinator habitat program. The program places plants that attract monarch butterflies and other pollinators and provide educational stations that teach visitors about food and pollinator issues. The program reduces mowing costs for its SRA program.⁴⁷ WSDOT piloted a pollinator program at the Scatter Creek SRA. This program provides an opportunity for expansion with community support.

Ohio has recently announced plans to incorporate Storybook Trails into SRA locations and enroll children under five in Dolly Parton's Imagination Library to get free books.⁴⁸

Considerations for new community activities with SRAs would require clarification on whether new activities would violate RCW 41.06.280, which prohibits the state from replacing state employees.

Community program financial needs

As demonstrated with the free coffee program, WSDOT resources are required to support community programs. The free coffee program has required the involvement of WSDOT employees, and administrative support is needed to help coordinate volunteer groups. In addition, maintenance staff support volunteers on their assigned days by providing access to facilities, providing location-specific instructions, and answering volunteer group questions. This comes at an average of two hours per volunteer group, a trade-off consideration as it reduces activities that can be supported in other areas.

In addition, the financial implications for activities that community programs require should also be considered. Many free coffee kiosks were built in the late 1980s and are declining; considerations for maintenance and the long-term capital improvements of these buildings will be needed.

⁴⁵ See [Appendix B State Laws RCW 41.06.38](#)

⁴⁶ Michigan State University. [Extension Master Gardner Projects- Rest Stop Beautification](#)

⁴⁷ National Geographic. [Are Highway Rest Stops Pollinators' Last Hope?](#) 2015

⁴⁸ ODOT. [Governor DeWine Unveils Re-Imagined Preble County Welcome Center and Unveils Ohio Rest Area Plan.](#) 2023

To support additional or new community programs, the program recommends the following:

- Creating statewide policies and guidance for community activities within SRAs .
- Developing an efficient, simple volunteer intake process that removes barriers to participation and promotes volunteer and community activities.
- Assessing and updating signage within SRAs to ensure that spaces are welcoming to all users.

Tourism

Tourism is vital to the economy of Washington, and SRAs support economic growth by providing locations for travelers to learn about local attractions and destinations. However, tourism-related materials at SRAs have decreased due to a lack of state funding.

- Tourism is the fourth largest industry in Washington, employing 182,000 workers and generating \$21.4 billion in annual spending.⁴⁹
- Two-thirds of Washington travelers are state residents who enjoy Washington's recreation and activities. Washington has 14 national recreation areas and parks and 124 state parks.
- Every SRA in the state is within 50 miles of a state park; some SRAs have as many as 72 locations within a 50-mile radius.
- 29 SRAs are within 50 miles of a national park, and six SRAs are within 50 miles of a scenic byway.⁵⁰
- In 2021, Washington national parks hosted 8.2 million park visitors.⁵¹ Washington state parks hosted 40 million users.
- Commercial advertising has been provided at many SRAs since 1992.⁵²

⁴⁹ Washington Department of Commerce- Tourism. [Tourism Marketing Authority \(wa.gov\)](https://tourism.wa.gov)

⁵⁰ See Figure 32 | Washington Safety Rest Areas recreation locations map

⁵¹ National Park Service [Visitor Spending Effects - Economic Contributions of National Park Visitor Spending - Social Science \(U.S. National Park Service\) \(nps.gov\)](https://www.nps.gov/visiting)

⁵² See [Appendix B StoreyCo](#)

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

FIGURE 32: Washington Safety Rest Areas recreation locations map

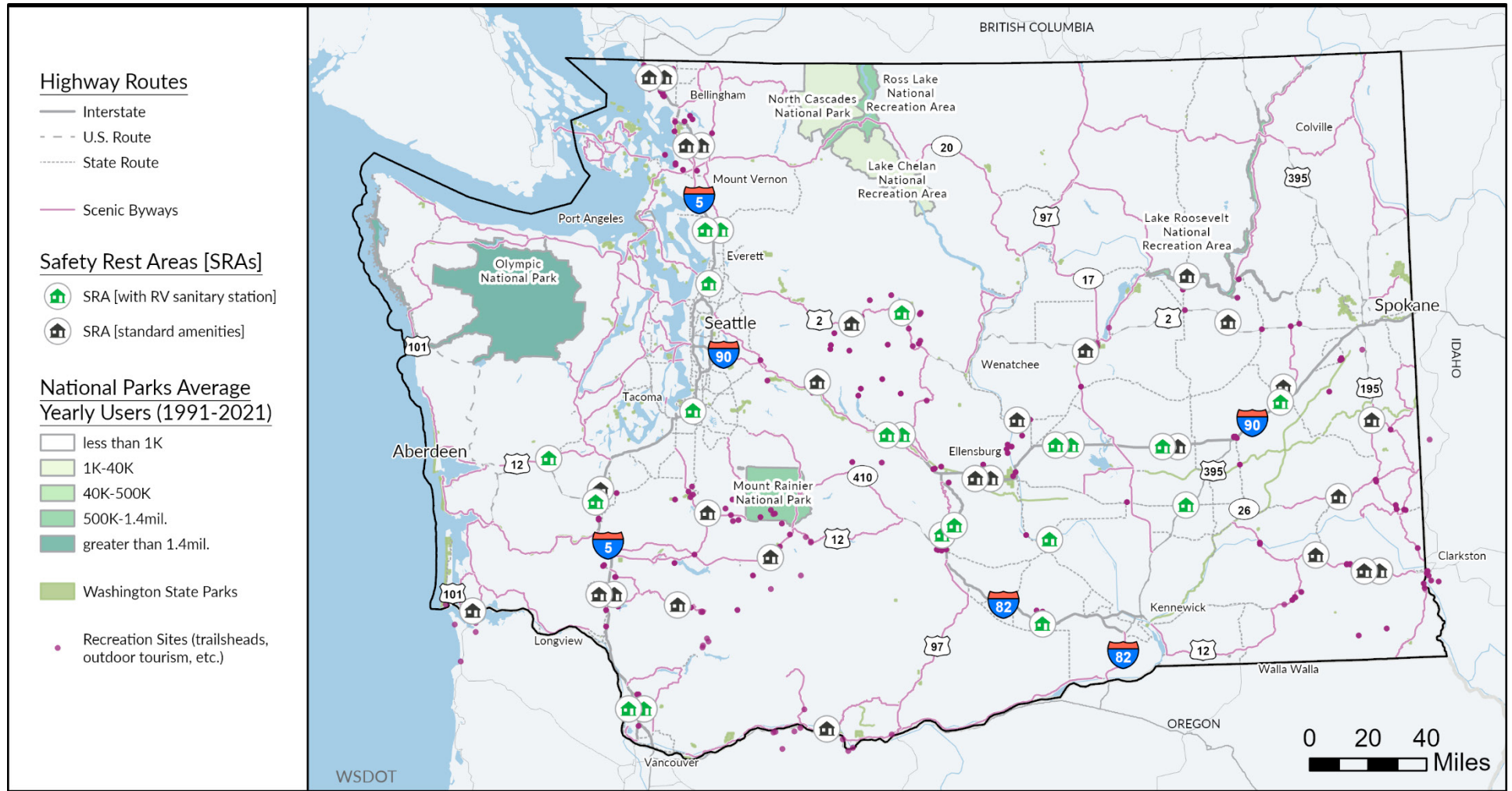


Figure illustrates Safety Rest Areas and their proximity to recreation locations throughout the state including National Parks, State Parks, and scenic byways.

Welcome centers

Travel information centers, visitor centers, and regional welcome centers are part of many states' SRA programs. They offer expanded customer service and are staffed to support increased tourism revenue coming through the state.

Texas highlights its geography by providing unique rest areas, which are themed with the physical and historical significance of the surrounding areas. Maryland's welcome centers are non-interstate facilities. They provide travelers with the benefits of SRAs, extending vending options, playgrounds, traveler information, and community and meeting spaces. They are generally located near state lines. Two welcome center facilities generated over \$40 million in revenue from sales in 2007.⁵³

Oregon raises funding for tourism, including welcome centers, through a state lodging tax.⁵⁴ Oregon's tourism research indicates that travelers who visit welcome centers spend \$1,200 more on average during their Oregon vacation. One of the newest welcome centers was built in partnership between ODOT and Travel Southern Oregon and showcases local businesses and artisans.⁵⁵



Source: Ashland Oregon Welcome Center. Travel Oregon ⁵⁶

SRAs at borders provide basic rest area services but sometimes lack the experiential opportunities that welcome centers can provide. The Department of Commerce supports tourism in Washington by providing a website and tools that direct tourists to the locations many SRA travelers are headed toward. There are opportunities for operational changes at gateway locations to the state that may serve a great purpose in supporting tourism.⁵⁷ Entry points are important first impressions to tourists visiting Washington.

Recreational vehicle users

RV customer needs

A comprehensive evaluation including work sessions with RV stakeholders will need to be conducted separately to determine the most customer-focused, financially sustainable path forward for the RV sanitary program.

⁵³ Florida Department of Transportation. [Statewide Rest Area Long Range Plan](#) 2009

⁵⁴ State of Oregon. [Transient Lodging Tax](#)

⁵⁵ Travel Oregon. [Travel Oregon Celebrates Brand-New State Welcome Center in Ashland - Travel Oregon](#)

⁵⁶ Ibid

⁵⁷ SRA locations include Custer SB, [Gee Creek NB](#), [SeaTac NB](#)

The 2022 SRA customer survey ⁵⁸ provides analysis of RV user needs and indicates opportunities and challenges with service levels today. Like most of the SRA program, the assets are aging and need improvements, and additional planning work will need to be completed to determine the best path forward in supporting services for RV users.



Image depicts RV sanitary station

RV sanitary dumps

The 47 SRAs in Washington include 20 RV sanitary dump stations. Recreational use is rising: Department of Licensing data indicates a 12.3 percent increase in total RV (camper, motorhome, and travel trailers) registrations since 2016. RV sanitary disposal systems benefit the public by providing a location for RV users to dump their waste safely.

RV sanitary dump stations were initiated in 1980 with the support of RV groups. The legislation allowed for eight RV sanitary disposal systems at the following locations:

- Gee Creek NB and SB
- Winchester Wasteway EB and WB
- Sea-Tac NB
- Sprague EB
- Silver Lake SB
- Selah Creek SB


Since 1980, 12 different additional RV sanitary disposal systems have opened at the following SRA locations:

- Elma
- Prosser
- Hatton Coulee
- Schrag WB
- Indian John Hill EB and WB
- Selah Creek EB and WB
- Nason Creek
- Vernita
- Smokey Point NB and SB

⁵⁸ See [Appendix A RV Users](#)

Washington code specific to RV sanitary disposal stations

Washington has several codes pertaining to RV sanitary disposal stations. The table below summarizes the Washington code related to RV sanitary disposal station usage and locations, along with RV funding information.

	Washington RV sanitary disposal stations code
RCW 47.38.050	<p>Washington Code RCW 47.38.050 Roadside Safety Rest Areas- Recreational vehicle sanitary disposal systems</p> <p>Washington Code RCW 47.38.050 Roadside Safety Rest Areas- Recreational vehicle sanitary disposal systems</p> <p>RCW 47.38.050 Recreational vehicle sanitary disposal systems require that the department “shall construct and maintain recreational vehicle sanitary disposal systems in the following safety rest areas lying along highways which are a part of the interstate highway system”:</p> <ul style="list-style-type: none"> (1) Gee Creek safety rest area, northbound and southbound (2) SeaTac SRA (3) Silver Lake SRA (4) Winchester Wasteway SRA, eastbound and westbound (5) Sprague SRA (6) Selah Creek SRA (7) Indian John Hill SRA, eastbound and westbound (8) Smokey Point SRA, northbound and southbound (9) Schrag SRA <p>Washington’s existing code outlines 12 locations.</p>
RCW 46.68.170	<p>Washington Code RCW 46.68.170 Motor Vehicle – RV Account</p> <p>RCW 46.68.170 established the RV fund account allowing funds to be used “by the department of transportation for the construction, maintenance, and operation of recreational vehicle sanitary disposal systems at SRAs in accordance with the department’s highway system plan.”</p> <p>The code allowed for funding to be used for construction, maintenance, and operations.</p>
RCW 46.17.375	<p>Washington Code RCW 46.17.375 Motor Vehicle – Vehicle Fees – Recreational vehicle sanitary disposal fee.</p> <p>RCW 46.17.375 required a \$3.00 fee when registering a recreational vehicle. A recreational vehicle is defined as “a camper, motor home, or travel trailer.”</p> <p>Fee increase: The fee was last increased in 1996 from \$1 to \$3.</p>

Washington RV sanitary disposal stations code	
RCW 47.01.460	<p>Washington Code RCW 47.01.460 Roadside Safety Rest Areas- Adjustments to recreational vehicle fees outlines when the fee can be adjusted.</p> <p>RCW 47.01.460 states that WSDOT may increase the fee “by a percentage that exceeds the fiscal growth factor. After consultation with citizen representatives of the recreational vehicle user community, the department of transportation may implement RV account fee adjustments no more than once every four years. RV account fee adjustments must be preceded by an evaluation of the following factors:</p> <ul style="list-style-type: none"> (a) Maintenance of a self-supporting program; (b) Levels of service at existing recreational vehicle sanitary disposal facilities; (c) Identified needs for improved recreational vehicle service at SRAs statewide. (d) Sewage treatment costs; and (e) Inflation. <p>(2) If the department of transportation chooses to adjust the RV account fee, it shall notify the department of licensing six months before implementation of the fee increase. Adjustments in the RV account fee must be in increments of no more than fifty cents per biennium.</p>
WAC 468-32-010	<p>Washington Administrative Code WAC 468-32-010 Rest Area Rules</p> <p>WAC 468-32-010 outlines use of the RV sanitary stations and states, “Sanitary disposal systems are for dumping sanitary wastes only from recreational vehicles. Commercial vehicles are prohibited from using the sanitary disposal systems.”</p>
Definitions	<p>Travel trailer. RCW 46.04.623</p> <p>Camper RCW 46.04.085</p> <p>Motor Home RCW 46.04.305</p>

RV sanitary disposal concerns

1. WSDOT has experienced problems with onsite septic systems due to extreme loading. RV waste has at least 10 and up to 20 times⁵⁹ the waste strength of typical domestic waste.

Some municipal treatment plants have refused to allow a service connection if an RV dump is onsite. Some will only allow a hookup with a pretreatment tank⁶⁰ before connecting to the sewer main. This is expensive, as RV waste decomposes slowly and requires frequent tank pumping and disposal.

2. Highly corrosive gasses are generated in septic tanks and pressure sewer mains serving an RV dump tank. The high strength of RV waste produces hazardous and corrosive H₂S gas, which can significantly shorten the life of any concrete or steel component.
3. Illegal use of RV dumps by commercial vehicles.⁶¹
 - With an RV dump unsupervised and available 24/7, illicit use is a problem. WSDOT has experienced waste dumping by buses, carpet cleaners, and even septic tank pumpers.
 - WSDOT has also witnessed tankers pull up and load up to 5,000 gallons of water from the potable water filler.
4. Washington RV sanitary disposal systems are not operated by employees, creating a risk for illegal dumping activities.

⁵⁹ WA Parks and Recreation. Comprehensive RV Waste Treatment Facility Assessment. 1999

⁶⁰ A pretreatment tank is a septic tank.

⁶¹ See [Figure B-8: Illegal dumping activities at RV sanitary disposal systems](#)

- Items that have gone into the RV sanitary dump include clothing, diapers, sanitary napkins, drug paraphernalia, rubber gloves, and trash.
5. Formalized operational training programs must be revised to support onsite maintenance operations.
 6. RV sanitary disposal systems are often vandalized with hoses cut, signs run over, and other damage because of commercial vehicles.⁶²

SRA Design Manual - RV sanitary disposal facilities

It is WSDOT's existing policy for construction only to consider locations at sites served by municipal sewage disposal systems.⁶³

Construct RV sanitary disposal facilities (dump stations) only at sites served by municipal sewage disposal systems or at locations operated by sewage lagoons with adequate capacity. Onsite septic systems with drain fields are not an option for RV dump stations because of sewage volume, technical/maintenance requirements, and costs.

FIGURE 33: Illegal dumping activities at RV sanitary disposal systems



Images depict commercial company dumping waste and an individual filling a 150gal water jug in the back of their vehicle with water from the RV Sanitary Disposal System.

RV sanitary disposal financial data

A \$3 annual registration fee funds RV sanitary disposal stations. The fee was last increased in 1996 from \$1 to \$3.

RV sanitary disposal funding from the RV account is not currently supporting ongoing RV sanitary disposal maintenance costs. The SRA program has subsidized costs for the operations of the RV dump stations. The RV account is currently used on capital projects but not on charges related to water, sewer, trash collection, or minor repairs, affecting the available funding for maintenance for other SRA activities. This has led to the growth of additional locations without available funding to support long-term operational costs and total program impacts.

⁶² Commercial vehicles drive through the RV Sanitary Stations overweight and with wide-loads creating damages.

⁶³ [WSDOT Safety Rest Areas 1710.05\(13\)](#) Recreational Vehicle Sanitary Disposal Facilities

It is challenging to determine the ongoing maintenance and operations costs associated with an RV sanitary disposal system because those systems are connected to the sewer of the SRA. The water used at SRAs is needed to mix with the solids of the disposal station so that the waste will be accepted by municipalities. To ensure that the limited budget is not subsidizing RV services, an effort must be made to estimate the total count.

Customer feedback from the SRA survey indicated that 15 percent of RV users who utilize the SRA and pay the registration fee do not use RV sanitary disposal stations. In the 2022 customer survey, WSDOT received feedback from users who do not want to pay for a service they do not utilize. Their recommendations included eliminating the annual fee and changing the program to a usage-based fee. This type of program update would be a significant change.

Alternative RV sanitary disposal locations

Nationally, dump stations charge \$10-\$25 per use.⁶⁴ For Washington's 20 RV Sanitary disposal station, all locations have an alternative location within 38 miles that range from free to \$10 per use.

Safety Rest Area	Alternative location	Miles from SRA	Cost of RV dump
Elma SRA EB	Elma RV Park	4.1	\$5.00
Gee Creek SRA NB	Paradise Point State Park	6.6	\$5.00
Gee Creek SRA SB	Paradise Point State Park	8.5	\$5.00
Hatton Coulee SRA MD	Coyote Run RV Park	12.6	\$7.00
Indian John Hill SRA EB	Ellensburg Wastewater Plant	21.0	free
Indian John Hill SRA WB	Lake Easton State Park	20.9	\$5.00
Nason Creek SRA MD	Lake Wenatchee State Park	8.3	\$5.00
Prosser SRA MD	Columbia Point Marina Park	29.7	free
Scatter Creek SRA NB	Millersylvania State Park	7.6	\$5.00
Schrag SRA WB	Conoco - Moses Lake	19.2	\$5.00
Sea Tac SRA NB	Sumner Wastewater Treatment Plant	13.0	free
Selah Creek SRA EB	Aubrey's RV Center	11.5	free
Selah Creek SRA WB	Ellensburg Wastewater Plant	24.6	free
Silver Lake SRA SB	Evergreen RV Supply	13.3	\$3.00
Smokey Point SRA NB	Mount Vernon Lions Club	20.1	\$3.00
Smokey Point SRA SB	Mount Vernon Lions Club	22.6	\$3.00
Sprague SRA EB	Love's Travel Stop 221 -Ritzville	20.0	\$10.00
Vernita SRA MD	Columbia Point Marina Park	38.2	free
Winchester SRA EB	Conoco - Moses Lake	18.6	\$5.00

⁶⁴ Question: How Much Does It Cost To Dump RV Waste? <https://bikehike.org>

FIGURE 34: Washington Safety Rest Areas RV Sanitary Dump Stations

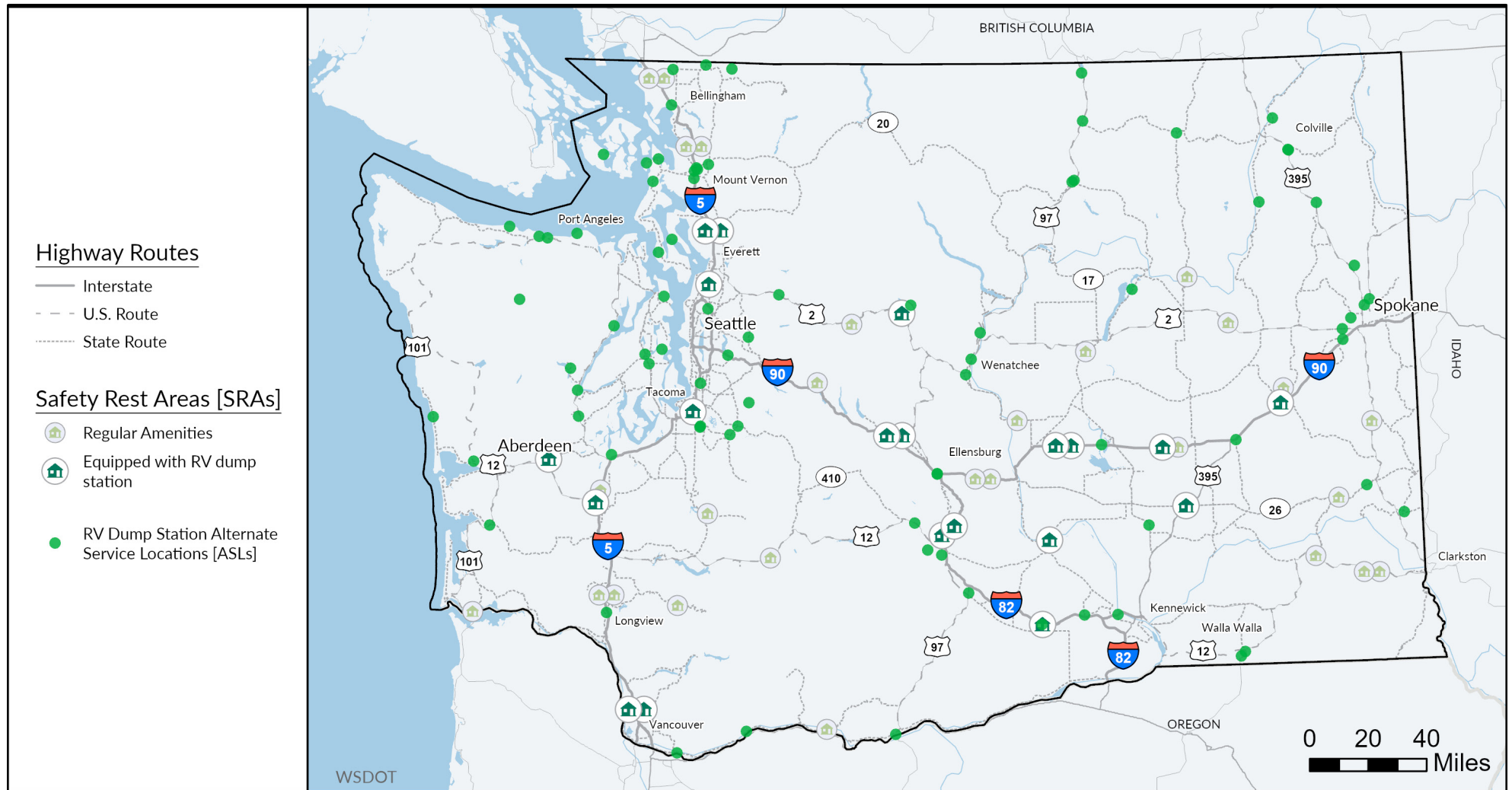


Figure depicts Safety Rest Areas and alternate service locations for RV Sanitary Dump stations.

VALUE-ADDED SERVICES

Federal restrictions on commercial use of the right of way limit the opportunities for value-added services or commercialization in Washington SRAs.

Joint development of services at existing state-owned facilities is only allowed in state-owned and -funded SRAs. Currently there are seven state-owned and -funded SRAs exempt from federal regulation on commercialization, most of which are not located in remote areas that would not be appealing to developers.

Table 4 - Washington Safety Rest Areas alternate RV sanitary stations map

Safety Rest Area	Reason
Blue Lake	Location is remote and does not have the market for privatization.
Dismal Nitch	Location is remote and does not have the market for privatization.
Forest Learning Center ⁶⁵	Location is remote, seasonal and is operated through a partnership ⁶⁶ with Weyerhaeuser. They provide a free exhibit to the public, a giftshop, and a playground.
Keller Ferry	Location is remote and does not have the market for privatization.
Prosser	Prosser has services in an adjoining parking lot including a Travel Plaza, Starbucks, McDonalds, and others.
Traveler's Rest	Traveler's Rest shares a building with a coffee/deli business, Red Mountain Coffee. WSDOT maintains the public restrooms.
Vernita	Location is remote and does not have the market for privatization.

Public-private partnerships (P3)

An example of a public-private partnership on privately controlled land could involve WSDOT leasing land to a private partner. The private partner might benefit by being given support for the maintenance of the facility, such as an annual maintenance fee. Aside from a few existing locations⁶⁷ outlined above, existing federal law does not allow the privatization of SRAs. What is the opportunity for private-party partnerships? SRAs require ongoing maintenance, and as WSDOT's sustainability of ongoing services outlines, there is limited funding for supporting rebuilding and expanding services. A private-party partnership offers the funding necessary to support locations with limited tax base support. In 2017, The New Hampshire Department of Transportation opened a welcome center through a private-party partnership. The 35-year lease was projected to bring in 4 million annual visitors and \$38 million in revenue over term of the lease.⁶⁸

⁶⁵ [Weyerhaeuser Forest Learning Center](#)

⁶⁶ WSDOT provides a contractor for restroom cleaning.

⁶⁷ [Table 4 - Washington Safety Rest Areas alternate RV sanitary stations map](#)

⁶⁸ The Bond Buyer. [New Hampshire transforms highway rest stops to revenue](#). Aug 11, 2017

To provide the value-added services and amenities in existing locations, federal legislation would need to be passed to change laws about selling commercial goods in Federal Code 23 CFR 752.5 and then be aligned with state code. WSDOT needs the statutory authority to commercialize existing SRAs. To make changes for private-party partnerships at existing SRAs, Washington would need to seek amendments to the existing law.

There have been many attempts in the past decade to overturn the federal ban on commercialization at SRAs, and every attempt has failed. There is intense lobbying pressure on the issue by the National Association of Truck Stop Operators (NATSO). NATSO has blocked attempts because of the belief that any effort would “represent government intrusion into the private sector”⁶⁹ and impact businesses operating along the country’s interstate system.

There has been renewed interest in changing these laws because of the need for electric-vehicle charging stations and concerns with funding to keep SRAs open. To support making changes in the existing laws, Washington could partner with California or Oregon to work to seek changes to federal rules. In addition to legal changes, additional stakeholder considerations include employment opportunities for blind individuals, environmental concerns, local business concerns, and parking constraints within existing locations.

A secondary option is a P3 partnership with commercial services at new locations outside the highway right of way. The SRA customer survey indicated that most users prefer the convenience of SRAs because it is on the highway. This option might be supported in a few scenarios:

1. A new location that replaces a current SRA in a location that has limited alternative service alternatives.
2. A new location that replaces an existing location with the advantages of additional truck parking and RV sanitary services.

Public-private partnerships (P3) near single point access

Single-point rest areas located at an interchange support an opportunity for supplemental services provided by commercial businesses adjacent to the SRA. Opportunities to supplement services could include shared access from the street to the SRA and businesses; shared parking; additional service locations; added security at the SRA as a result of the adjacent commercial business; lower maintenance costs as a result of travelers using similar facilities at the retail business; and shared uses between the two properties, such as access to food from the commercial business and picnic areas from the SRAs.

Grants

Grants are financial awards that support ideas and projects to provide public services and stimulate the economy. Grants would not cover the costs of building a new SRA but might support educational, historical, sustainability, social, or other programs within an SRA. Some examples of grants the SRA program might support include recreation, conservation, or similar activities that add to the overall customer experience at SRAs. Ohio SRAs have partnered with the Ohio Department of Natural Resources and the Dolly Parton Imagination Library of Ohio to build Storybook Trails⁷⁰ at new SRAs in the state. The trails are approximately a half-mile long with 16 child-height panels featuring pages of a children’s book and an activity to accompany the text. They also feature A Little Free Library on each site.⁷¹

⁶⁹ Coalition Speaks Out Against Rest Stop Commercialization. 2/14/2012. [Convenience Store News](#)

⁷⁰ The Tribune Chronicle. [ODNR grants combine love of reading, outdoors](#). 2023

⁷¹ The Highland County Press. [Governor DeWine unveils reimaged Preble County Welcome Center, Ohio rest area plan](#). 2023



Ohio SRAs include Storybook Trails supported through grant funding. Images provided by the Ohio Department of Transportation.

FEDERAL INTERSTATE OASIS PROGRAM

The Federal Interstate Oasis program was created to address safety concerns because of limited opportunities for road users to stop and rest and insufficient truck parking. This provides highway signing for private firms within 3 miles of urban locations and up to 15 miles off the interstate in rural areas. Partners provide services like travel plazas and are responsible for the maintenance of their locations. The program benefits travelers with value-added services and reduces the financial burden of maintaining public rest areas.

The partnership allows states to partner to provide basic SRA services in exchange for highway signing with the Interstate Oasis designation.

By designating and signing commercial operations that meet the minimum eligibility criteria for an Interstate Oasis, the state may expand guaranteed free parking and restroom services to augment the services available at existing SRAs without having to construct and maintain expensive new facilities.

The Interstate Oasis Program is focused on interstates and does not cover state routes. If there was an opportunity, a separate state route program would need to be established with specific state criteria.

Interstate Oasis program

FHWA Interstate Oasis Program [SAFETEA-LU Section:1310](#)

Safe Accountable Flexible Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) in 2005⁷²

To be eligible for designation, the facility must, at a minimum:

- Offer products and services to the public.
- Provide 24-hour access to a restroom.
- Have parking for heavy trucks and automobiles.

⁷² Federal Highway Administration. [Fact Sheet on Provisions- Interstate Oasis Program](#). 2005

Interstate Oasis program

Federal Register: Interstate Oasis Program⁷³ The FHWA describes the purpose of the Interstate Oasis Program as being:

“To enhance safety and convenience for Interstate highway users by allowing States, in accordance with this policy, to designate and provide signing to certain facilities off the freeway that will provide increased opportunities for stopping to rest, using restroom facilities, and obtaining basic services. A facility near an Interstate highway but not within the Interstate right-of-way, designated by a State after meeting the eligibility criteria of this policy that provides products and services to the public, 24-hour access to public restrooms, and parking for automobiles and heavy trucks.”

The Federal Highway Administration (FHWA) requires 7 criteria to be considered an Interstate Oasis Program.

1. Distance from Interchange.
 - No more than 3 miles from an interchange or up to 15 for rural locations.
2. Access from the Route
 - Accessible from a route that can safely accommodate all vehicles that would be traveling to the facility.
3. Physical Geometry of the Site Layout
 - Engineering of the site shall accommodate movement and safety on the site for all vehicle types.
4. Rest Rooms
 - Available to the public at all times and include drinking water.
5. Parking
 - Parking spaces available to the public for cars and commercial trucks, well-lit for up to 10 hours of parking. Parking amounts follow demand formulas in AASHTO's "Guide for Development of Rest Areas on Major Arterials and Freeways."
6. Products and Services Provided
 - Products and services that must be available to the public include public phones, food, and fuel.
7. Security and Staffing
 - Staffed by at least one person 24 hrs per day, 365 days a year

⁷³ Federal Highway Administration. [Federal Register- Interstate Oasis Program](#). 2006

Washington State Department of Services for the Blind and vending at SRAs

Vending services are offered at many SRAs across the state through a vending contract with the Department of Services for the Blind. The Department Services for the Blind⁷⁴ is given priority for vending through The Randolph-Sheppard Act- Chapter 6A of Title 20 of the US Code. WSDOT SRAs do not currently receive any money from vending machines at SRAs.

The program, enacted into law in 1936,⁷⁵ provides blind persons with enhanced opportunities for employment. The program includes state, county, and municipal cafeterias, snack bars, and vending machines. Revenue is currently generated by vending contract, which is deposited into the Right of Way Revolving Fund (Account 880).

Since COVID-19, vendors have been operating at a limited capacity because of a smaller customer base and are interested in exploring new ideas for increasing sales within SRAs. An analysis of locations with vending services revealed gaps in services for various reasons, including a lack of security at sites to ensure a profitable opportunity or a lack of approved vending partners available to cover specific SRA locations.

Advertising and sponsorship

Rest area sponsorship is a partnership where a private partner funds the services at rest areas in exchange for advertising rights within the rest area. This advertising would be limited to a single, free-standing sign approaching the rest area exit and limited to locations within the rest area building(s). In addition, Federal Code 23 CFR 752.7 requires that advertising is limited to matters relating to and of interest to the traveling public.

One example of rest area sponsorship can be found with the Virginia Department of Transportation, which offers sponsorship to “gain exposure to millions of people traveling in Virginia each year through valuable signage.” In addition, they offer an auction⁷⁶ format for each location.

StoreyCo, Inc advertising



Image depicts StoeryCo Traveler Information Advertising at WSDOT Safety Rest Areas.

⁷⁴ Department Services for the Blind. <https://dsb.wa.gov/>

⁷⁵ Rehabilitation Services Administration. Randolph Sheppard Vending Facility Program. <https://rsa.ed.gov/program/rand-shep>

⁷⁶ [Sponsorships - Business | Virginia Department of Transportation](#)

WSDOT SRAs have held a commercial advertising contract with StoreyCo since 2007 for 38 travel information kiosks in Washington. The locations provide public information on one side of the kiosk and advertising information on the other side of the display.

Federal and state laws – SRA vending and advertising

Federal and state laws -SRA vending and advertising

RCW 74.18.220 Business enterprises program—Vending facilities in public buildings.

(1) The department is authorized to license blind persons to operate vending facilities and machines on federal property and public buildings.

(2) The state, political subdivisions thereof, and agencies of the state, or political subdivisions thereof shall give priority to licensees in the operation of vending facilities and vending machines in public buildings.

The Randolph-Sheppard Act Chapter 6A of Title 20 of The US Code

107 (a) Authorization

For the purposes of providing blind persons with remunerative employment, enlarging the economic opportunities of the blind, and stimulating the blind to greater efforts in striving to make themselves self-supporting, blind persons licensed under the provisions of this chapter shall be authorized to operate vending facilities on any Federal property.

107 (b) Duty of State licensing agencies to Prefer blind

Duty of State licensing agencies to prefer blind The State licensing agency shall, in issuing each such license for the operation of a vending facility, give preference to blind persons who are in need of employment. Each such license shall be issued for an indefinite period but may be terminated by the State licensing agency if it is satisfied that the facility is not being operated in accordance with the rules and regulations prescribed by such licensing agency. Such licenses shall be issued only to applicants who are blind within the meaning of section 107e of this title.

RCW 47.12.125 Lease of unused highway land or air space—Disposition of proceeds.

All moneys paid to the state of Washington under any of the provisions of RCW 47.12.120 shall be deposited in the department's advance right-of-way revolving fund, except moneys that are subject to federal aid reimbursement and moneys received from rental of capital facilities properties, which shall be deposited in the motor vehicle fund. However, moneys paid under RCW 47.12.120(5) shall be deposited into the motor vehicle fund to be used solely within the corridors described in RCW 47.12.380(2)(b).

All moneys paid to the state of Washington under any of the provisions of RCW 47.12.120 shall be deposited in the department's advance right-of-way revolving fund, except moneys that are subject to federal aid reimbursement and moneys received from rental of capital facilities properties, which shall be deposited in the motor vehicle fund. However, moneys paid under RCW 47.12.120(5) shall be deposited into the motor vehicle fund to be used solely within the corridors described in RCW 47.12.380(2)(b).

[2022 c 59 § 3; 1999 c 94 § 15; 1991 c 291 § 3; 1961 c 13 § 47.12.125. Prior: 1949 c 162 § 2; Rem. Supp. 1949 § 6400-123.]

NOTES: Legislative finding—Effective dates—1999 c 94: See notes following RCW 43.84.092.

Federal and state laws -SRA vending and advertising

RCW 47.12.120 Lease of unused highway land or air space.

The department may rent or lease any lands, improvements, or air space above or below any lands that are held for highway purposes but are not presently needed. The rental or lease:

- (1) Must be upon such terms and conditions as the department may determine;
- (2) Is subject to the provisions and requirements of zoning ordinances of political subdivisions of government;
- (3) Includes lands used or to be used for both limited access and conventional highways that otherwise meet the requirements of this section;
- (4) In the case of bus shelters provided by a local transit authority that include commercial advertising, may charge the transit authority only for commercial space; and
- (5) In the case of the project for community purposes established in RCW **47.12.380**, must be consistent with the provisions of that section.

[[2022 c 59 § 1](#); [2003 c 198 § 2](#); [1977 ex.s. c 151 § 50](#); [1969 c 91 § 1](#); [1961 c 13 § 47.12.120](#). Prior: [1949 c 162 § 1](#); Rem. Supp. 1949 § 6400-122.]

US Code Part 750 – Highway Beautification

Subpart A - National Standards for Regulation by States of Outdoor Advertising Adjacent to the Interstate System Under the 1958 Bonus Program

RCW 47.38.040 Information centers.

In order to provide information in the specific interest of the traveling public, the department may establish information centers at safety rest areas and permit maps, informational directories, and advertising pamphlets to be made available there for the purpose of informing the public of places of interest within the state and providing such other information as the department deems desirable.

[[1984 c 7 § 206](#); [1967 ex.s. c 145 § 32](#).]

Electric vehicles

Two Washington SRAs—Gee Creek southbound and Custer—have pilot level 2 electric vehicle chargers.

Electric vehicle (EV) chargers were commonly requested during the 2022 SRA public survey.⁷⁷ SRAs offer locations that may be important to EV drivers based on the limited opportunities for alternative charging service locations nearby. Current federal and state laws make the long-term ongoing maintenance and electricity costs unsustainable with private partnerships. Unfortunately, federal regulations prohibiting commercial activities in the right of way also preclude the installation of EV charging stations that require payment.

EV charging stations come with additional associated maintenance and costs. According to a recent study in the Bay Area, more than 27 percent of associated charging stations were non-operable. In addition, the electrical service and maintenance costs would need to be passed on to the consumer. Caltrans added EV charging to a few SRAs in 2016. Using calculations from the California Energy Commission, Caltrans estimated that maintenance and operation of the stations would cost up to \$370,000 a year.

Any additions to the SRA program must be financially sustainable, and EV charging stations cannot currently be funded without changes to current federal laws. There are no plans to add EV charging stations in any SRA locations. If federal laws were to change, the program would reevaluate support for expanding EV charging. More information is available online about the Green Highway Initiative⁷⁸ and the Washington State Plan for Electric Vehicle Infrastructure Deployment.⁷⁹

⁷⁷ See [Appendix A Survey Response](#)

⁷⁸ [West Coast Green Highway](#)

⁷⁹ WSDOT. [Washington State Plan for Electric Vehicle Infrastructure Deployment. 2022](#)

COMMERCIAL TRUCKS

2021 Washington state truck parking workshop⁸⁰

The SRA team explored ways to find solutions and opportunities for truck parking in Washington at a workshop in 2021. Some of the topics the group discussed specific to SRAs:

- Expanding capacity is challenging due to resource limitations, design requirements (thanks to a lack of data), and the lack of a “shovel-ready” project list. Most locations are decades-old, and budgets are strained for maintenance and cleaning needs.
- There are opportunities for low-cost solutions to expand rest area capacity. Following the workshop, WSDOT confirmed that it had considered SRA parking solutions, and that some parking lots were restriped in previous years to increase parking capacity.
- Competition between trucks and RVs for parking at SRAs has become a concern for commercial trucks. The work group request that a determination should be reached as to whether RVs can instead park in a designated portion of traditional car parking areas.

2021 Washington State Joint Transportation Commission

A 2021 Washington State Joint Transportation Commission study and survey indicated that truck parking for 10-hour breaks and logistical staging were areas of need. Participants also identified a lack of available parking near urban areas, at passes, and at borders.⁸¹ In the survey, participants rated the idea of expanding SRAs very highly, with “expanding truck parking at rest areas” deemed the most popular strategy among those who responded.

The study suggested building trucking facilities on or near I-5 and building truck parking spaces along I-90. Challenges with some of these strategies include costs, environmental clearances, design, and construction. The study didn’t consider significant water and wastewater challenges of SRA locations. The I-90 recommendation cited the Indian John Hill rest area, an 18-acre site that includes 6.5 acres of stormwater treatment ponds that serve both the eastbound and westbound locations, as an example. Indian John is not an ideal candidate for major expansion given the existing wastewater systems at the location and limitations on water rights.

2022 Washington truck parking assessment⁸²

According to the 2022 Washington truck parking assessment, “locations that experience the highest concentrations of truck parking are located at SRAs along the interstate.”

The analysis of undesignated truck parking for this assessment found that undesignated truck parking in Washington state is highest in urban areas and along key corridors, notably in the Puget Sound region; along I-5, I-90, and I-82; and near state borders. The analysis of undesignated parking indicates where unmet truck parking demand exists.

Undesignated truck parking clusters occur in urban areas and key corridors. The assessment also noted other undesignated truck parking clusters not located near other clusters. Undesignated clusters provide data indicating where there may not be enough truck parking to support the number of commercial trucks traveling through the area.

SRAs with undesignated truck parking at or near their location include Indian John Hill EB/WB, SeaTac NB, Gee Creek SB/NB, Scatter Creek NB, Maytown SB, Sprague EB/WB, Quincy Valley MD, Toutle River NB/SB, Silver Lake

⁸⁰ [2021 Washington State Truck Parking Workshop](#). WSDOT. June 2021

⁸¹ [Action Plan Supplement \(wa.gov\)](#)

⁸² [2022 WSDOT Freight System Plan- Appendix H: Washington Truck Parking Assessment](#). 2022

SB, Smokey Point NB/SB, Ryegrass NB/SB, and Schrag EB/WB.

High concentrations of undesignated parking near SRAs		
Urban areas  <ul style="list-style-type: none"> • Seattle/Tacoma/Everett • Tri-Cities • Spokane • Yakima/Selah/Union Gap 	Key corridors  <ul style="list-style-type: none"> • I-5 between Olympia and the Washington/Oregon border • I-90 between North Bend and Ellensburg • I-90 between Ellensburg and Spokane • I-82 between Tri-Cities and the Washington/Oregon border 	Other locations  <ul style="list-style-type: none"> • Near SRAs including: • Smokey Point SRA NB • Smokey Point SRA SB • Silver Lake SRA SB • Quincey Valley SRA MD

FIGURE 35: Washington Safety Rest Areas truck parking map

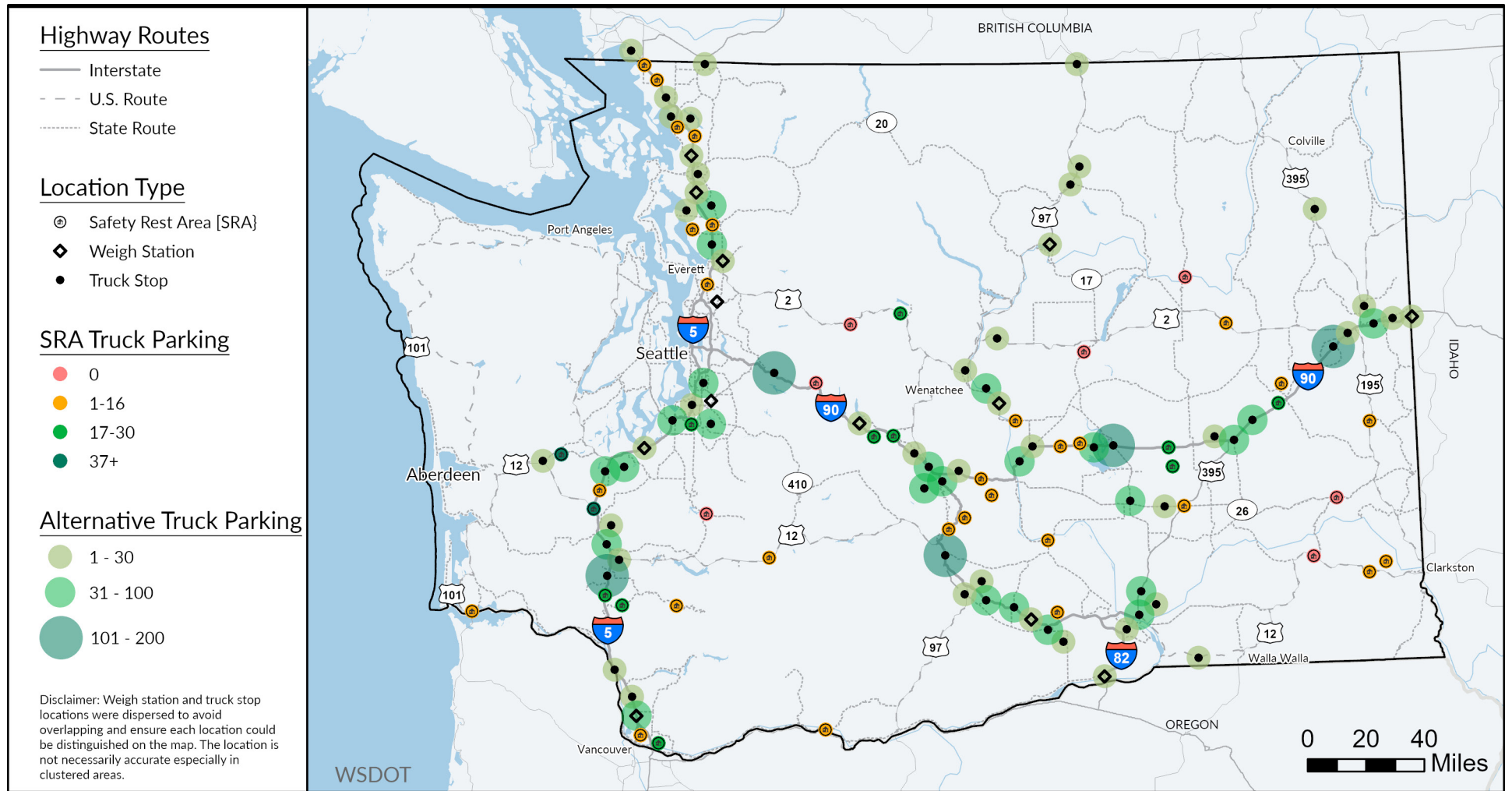


Figure illustrating Washington's statewide truck parking by location.

FIGURE 36: Washington Safety Rest Area's focus truck parking locations.

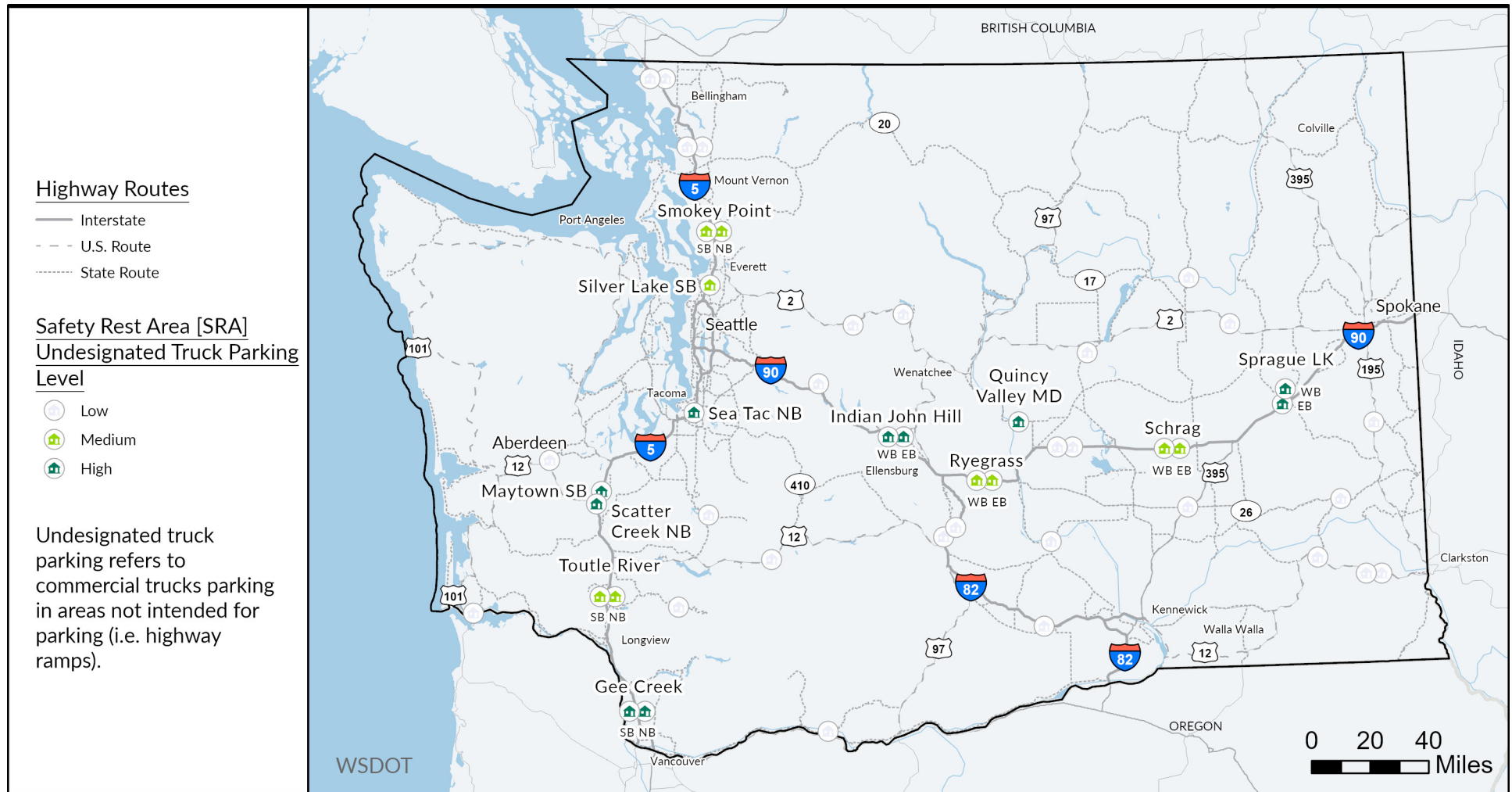


Figure illustrating Safety Rest Areas that are focus locations for additional truck parking. Locations were determined based on freight corridors, undesignated truck parking, available truck parking, and feedback from commercial truck drivers.

Safety Rest Area location analysis



Image depicts Indian John Truck Parking.

The SRA location analysis evaluated previous reporting and data from the 2021 Washington State Joint Transportation Commission recommendations, the 2021 Washington state truck parking workshop⁸³, the 2022 Washington truck parking assessment⁸⁴, the 2022 WSDOT freight plan⁸⁵, and the 2022 SRA customer survey⁸⁶ to analyze existing Washington State SRAs for truck parking opportunities.

This analysis focused on the existing 532 truck parking spaces at SRA locations statewide because limited capital funding would be focused on existing assets before an expansion of the SRA program could be considered.

The analysis includes truck parking opportunities at SRA locations that could have the greatest effect on the commercial truck driving community and an initial assessment of which locations might support truck parking changes. The results of this analysis can be used to evaluate expanding truck parking opportunities at SRAs and adjacent property, along with alternative truck parking near each location. Based on regional interviews, truck parking expansion have been assessed and completed in the last ten years to expand opportunities where possible.

WSDOT evaluated SRAs based on truck freight economic corridor designation.⁸⁷ High-volume freight corridors carrying at least four million gross truck tons annually were deemed corridors of interest. Alternate freight routes used less frequently were considered to a lesser degree. The primary purpose was to eliminate the consideration of SRA locations with limited service to the truck community.

Sites were prioritized based on undesignated parking using the 2022 truck parking study.⁸⁸ This data helped to prioritize locations based on truck parking needs.

The third evaluation factor was existing water rights. Facilities were eliminated from consideration based on existing water rights and the wastewater needs to support each facility. Several existing SRAs do not have the water rights or space to support expansion.

The analysis identified Smokey Point NB/SB, Silver Lake SB, Sea-Tac NB, and Gee Creek NB/SB as high-potential options for truck parking expansion opportunities. These SRAs are located on freight corridors with the highest

⁸³ [2021 Washington State Truck Parking Workshop](#). WSDOT. June 2021

⁸⁴ [2022 WSDOT Freight System Plan- Appendix H: Washington Truck Parking Assessment](#). 2022

⁸⁵ [2022 WSDOT Freight System Plan](#). 2022

⁸⁶ See [Appendix A Key findings](#)

⁸⁷ WSDOT - Freight Data Truck Freight Economic Corridors [WSDOT - Freight Data Truck Freight Economic Corridors | Washington State Geospatial Open Data Portal](#)

⁸⁸ [2022 WSDOT Freight System Plan- Appendix H: Washington Truck Parking Assessment](#). 2022

congestion; have ample water rights or availability of municipal water to support expansion; and have concerns with undesignated parking in the area, indicating a need for additional truck parking.

Commercial truck hours of service and electronic logging

Federal Motor Carrier Safety Administration (FMCSA) hours of service regulations

Hours of service⁸⁹ regulations are issued by the FMCSA and govern the working hours of anyone operating a commercial motor vehicle (CMV) in the United States. These regulations apply to truck drivers, commercial and intercity bus drivers, and school bus drivers who operate CMVs.

The regulations that effect most commercial truck drivers are:

- Property-carrying drivers: may drive a maximum of 11 hours after 10 consecutive hours off duty.
- Passenger-carrying drivers: May drive a maximum of 10 hours after eight consecutive hours off duty.
- 30-minute driving break: drivers must take a 30-minute break when they have driven for a period of eight cumulative hours without at least a 30-minute interruption.

Electronic logging device (ELD)

ELDs are electronic hardware attached to CMV engines that record driving hours for reporting against hours-of-service regulations.

Federal Motor Carrier Safety Administration [49 CFR Parts 385, 386, 390, and 395](#)

[\[Docket No. FMCSA-2010-0167\] RIN 2126-AB20 Electronic Logging Devices and Hours](#)

of Service Supporting Documents

In 2016, the FMCSA⁹⁰ amended rules to require the mandatory use of ELDs. The ruling gave drivers until 2019 to comply with the new ruling.

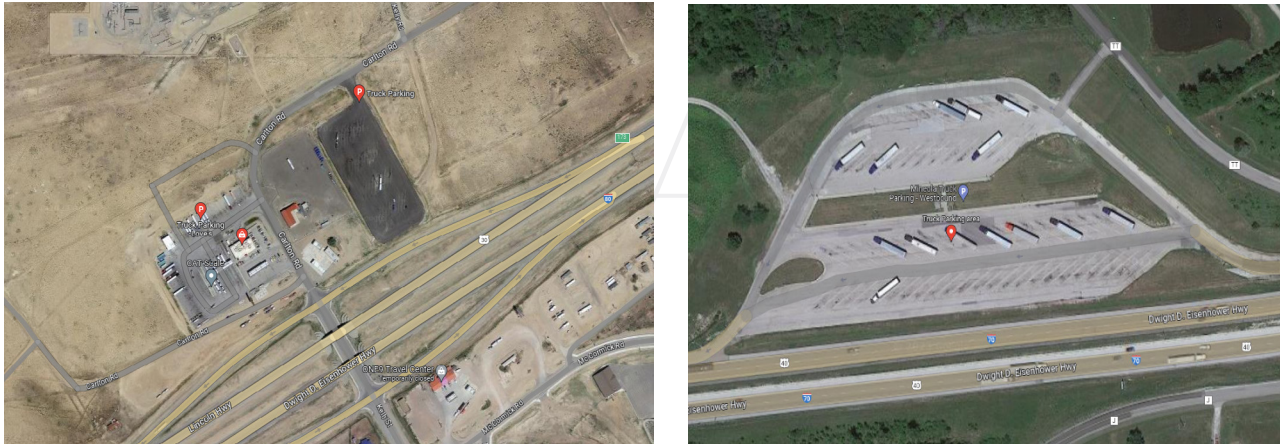
⁸⁹ Hours of service. [Hours of service - Wikipedia](#)

⁹⁰ [Federal Motor Carrier Safety Administration \(dot.gov\)](#)

Truck-only parking facilities

Truck-only rest areas are an emerging trend in many states. Initially, these facilities were developed at abandoned rest areas (primarily in urban areas) but more creative solutions are on the rise.

Restrooms and trash cans are essential amenities for any truck parking location. Undesignated and unofficial truck parking locations need these basic amenities to avoid litter and waste pollution. This issue affects WSDOT maintenance workers when undesignated truck parking occurs on state right of way and state-owned facilities and in communities where undesignated truck parking occurs.



Satellite Google images depict Missouri truck only parking on Eisenhower Highway and Added truck parking lot to existing Wamsutter, WY truck stop.

Several states are beginning to shift towards truck-only facilities. For example, in Missouri, rather than abandoning SRAs, MoDOT converted or has plans to convert several locations to truck-only facilities.^{13F13F⁹¹} Missouri notes that the criteria to establish the facilities in the 1960s are no longer needed for the public, as more private businesses provide the same opportunities. The locations have additional truck parking and vault-style restrooms. In Idaho and Nebraska, truck-only locations have minimal services. Nebraska has converted several SRAs into truck parking. The locations offer no services at the site except for trash bins^{14F14F⁹²}. The Wyoming Department of Transportation has created additional truck parking spaces adjacent to existing truck stops with existing food and shelter.⁹³

Some states have had concerns with truck-only locations as those facilities lose the added security that comes with an additional set of eyes from the traveling public. Truck-only locations might require additional security to ensure they do not become unintended locations of easy access to human trafficking. Other states have security concerns related to vandalism. The Virginia DMV and Virginia State Police decided to close weigh stations for truck parking after incidents of litter, destruction, and unsanitary practices.^{15F15F⁹⁴} Security would need to be considered to minimize activities often seen at truck stop locations.

⁹¹ [Northwest Missouri Rest Area Modifications | Missouri Department of Transportation \(modot.org\)](#)

⁹² [FHA. National Coalition on Truck Parking: Parking Capacity Working Group - Creative Uses of the Right-of-way and Adjacent Areas](#)

⁹³ [FHWA. National Coalition on Truck Parking: Funding, Finance, and Regulations Working Group - Public-Private Partnerships \(P3\) Examples and Considerations. 2018](#)

⁹⁴ [Virginia DMV won't allow truck drivers to park overnight at Troutville weigh station after "increasing incidents of vandalism" \(msn.com\)](#)

Commercial truck crash data

An evaluation of crashes involving commercial trucks indicated that fatal accidents involving trucks within 15 miles of SRAs are rising. Between 2012 and 2017, there were only two fatal truck accidents reported. This rose to five between 2018 and 2020. Overall, there was a 2-percent decrease in total accidents but an 18-percent increase in injury and fatal commercial truck accidents near SRAs from 2018 to 2019 compared to 2017-2018 data.

Truck driver fatigue resulting from inadequate sleep, lengthy hours of work, physical or mental exertion, or other strenuous activities is a major factor in safety. Federal hours-of-service requirements allow drivers to operate their truck up to 11 hours a day with allocated rest periods. The Washington State Patrol's Commercial Vehicle Bureau focuses enforcement on fatigued, heavy-truck drivers through four statewide fatigue driving campaigns each year and by using heavy-truck crash location data to target enforcement efforts.⁹⁵

In many instances, it is not clear whether the SRA affected the crash. For example, several accidents have occurred near Scatter Creek SRA during 2019 and 2022.^{17F17F}⁹⁶ But reports do not indicate that drowsy driving was involved. However, in a New York survey in 1997, about four-fifths of respondents said they could not find parking at night, and many of these drivers admitted to falling asleep at the wheel.^{18F18F}⁹⁷ Research has indicated that fatigue contributes to 30-40 percent of all heavy-truck accidents.^{19F19F}⁹⁸

Commercial truck drivers parking on ramps is a genuine safety concern. In 2019, a semi-truck driver had parked on the left shoulder of an Ohio rest area and was asleep when an SUV rear-ended the parked semi. The SUV driver was fatally injured.

⁹⁵ 2022 Washington Freight Transportation Needs, Issues and Potential Improvements

⁹⁶ Rollover crash slows traffic on northbound I-5 near Grand Mound. Olympian 1/22/2022

— Longview truck driver killed in Highway 12 crash. September 25, 2012. The Daily News
Driver dies after hitting a barrier on I-5 in Thurston Co. The Olympian. June 17, 2022

⁹⁷ <https://dot.ca.gov/-/media/dot-media/programs/research-innovation-system-information/documents/final-reports/ca09-1092-finalreport-a11y.pdf>

⁹⁸ [SS9502.pdf \(ntsb.gov\)](#)

FIGURE 37: Washington Safety Rest Areas format change map

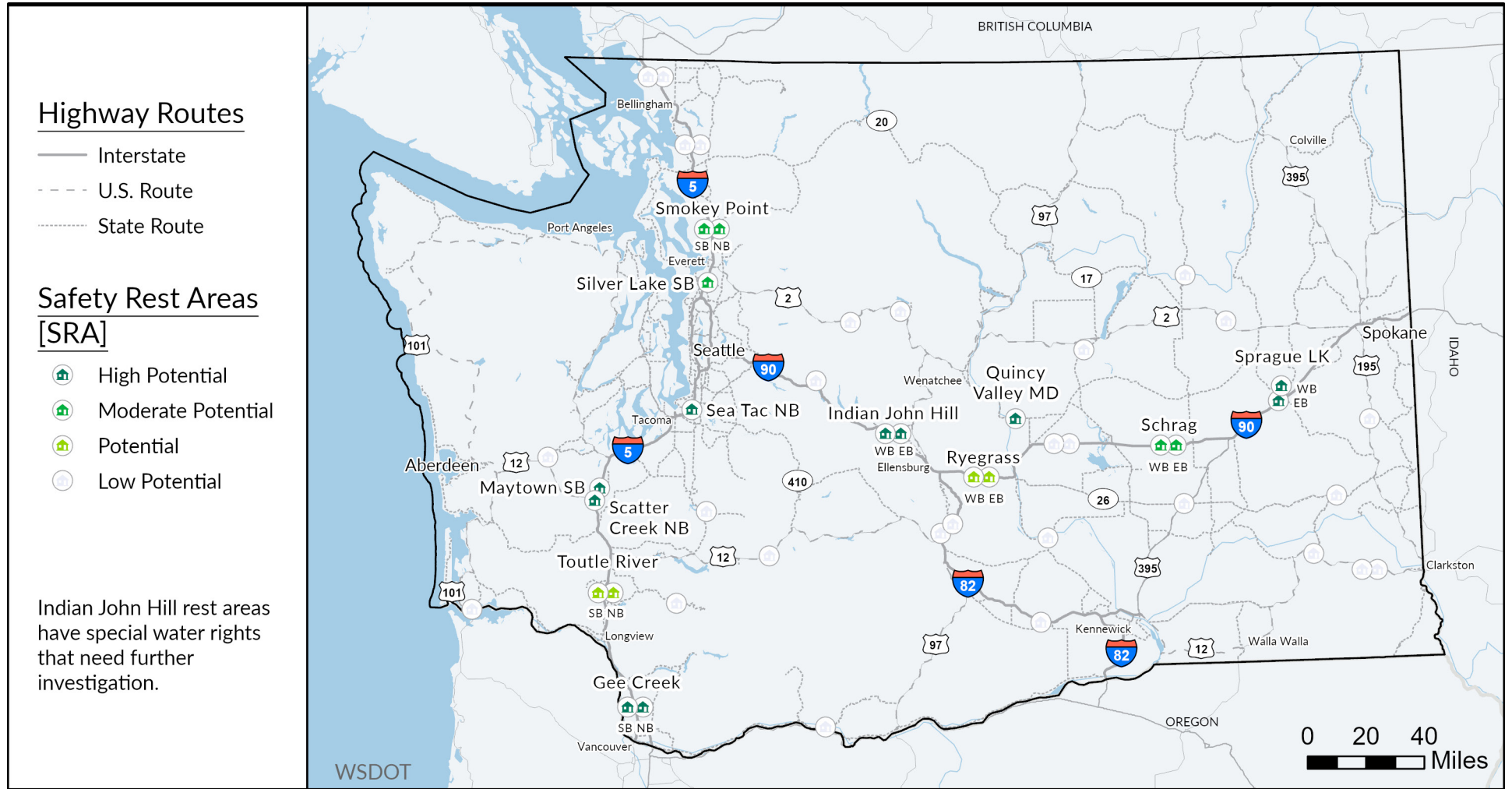


Figure illustrating Safety Rest Areas that are considered critical for resiliency.

RESILIENCY

Environmental sustainability at Safety Rest Areas

Green Design and Sustainable Options

Safety Rest Area sustainable options for consideration	
Sustainability/ conservation	Sustainability options for Safety Rest Areas
Water conservation	Waterless urinals Motion-activated faucets Harvest rainwater Use of gray water for toilet flushing Xeriscaping Minimizing mowing
Energy conservation	Energy-efficient lighting Motion-activated lighting Keep vending machines inside buildings where possible Produce alternative energy sources Evaluate opportunities for onsite renewable energy options as SRAs are replaced
Operations	Evaluate opportunities for recycling with regionally located partners. ⁹⁹ Seek out compostable packaging options for vending machine snacks Use non-toxic cleaning products Consider local wildlife movement and maintain wildlife habitat areas, including minimizing fencing that would impede movement Consider naturally occurring options for bug management such as bat boxes
Education	Incorporate messaging about sustainability practices at SRAs Demonstrate financial savings at each location to show sustainability benefits Continue developing research partnerships with location educational institutions to support renewable energy sources

Biosolids as a source of renewable energy

The Washington SRA program has been working on a biosolids program with St. Martin's University for more than three years, with each year's students creating newer concepts for a final product. Funding for a prototype or pilot in an SRA could be meaningful in reducing the number of biosolids produced by the SRA and the amount of energy the SRA provides.

In Grand Junction, Colorado, the city used a digester in the wastewater treatment plant and spent \$3 million on natural gas refining equipment. While the effort could have created electricity, it was used to support providing fuel (natural gas) to their garbage trucks and buses. –

⁹⁹ Recycling presents challenges for SRAs. Some SRAs are located in areas that do not have facilities that support recycling. In locations with options for recycling, the labor needed to support the effort isn't possible with existing funding.

¹⁰⁰ Turning Poop into Power. 2016 <https://www.pbs.org/newshour/show/turning-poop-into-power-not-pollution>

Peer state sustainability review



Sustainable examples pictured Goose Creek Safety Rest Area from MnDOT and Butte La Rose Rest Area, Meyer Engineers, Louisiana

North Carolina includes sustainability practices in new SRA construction and renovation projects. The Wilkes County Rest Area incorporated several sustainability features, including geothermal heating and cooling, solar water heating, daylight and passive solar energy, and rainwater harvesting. The energy efficiency has reduced energy consumption by 33 percent. The harvested rainwater is used for flushing toilets, reducing potable water consumption. On average, 125,000 gallons of water per year are used to flush toilets.

Colorado underwent a sustainability study^{34F35F¹⁰¹} of their SRAs. The study identified sustainability practices that could be integrated into each location. Included in the analysis was identifying the most significant sources of emissions at each location. Some notable findings from the study included:

- Harvesting rainwater would save an estimated \$450-\$800 annually per site.
- Trash compactors would have a 4.5-year return on investment and save \$15,000 annually.
- Commercial truck idling was identified as the most significant contributor to the carbon footprint in all studied locations, with electrical consumption from lighting and heating coming in second.

Vermont's 2016 State Energy Plan includes SRA sustainability. Energy usage is tracked across buildings in Vermont and then ranked by usage and cost of energy to support improvements. For SRAs, analysis has shown that SRAs have high energy intensity due to the amount of outdoor lighting. Improvements are funded through revolving loan funds, and cost savings from the project are used to pay back the loans. Vermont has also improved insulation with weather-stripping, energy-efficient heating options, and ventilation systems; updated its exterior lighting to LED; and installed sensors detecting when buildings are in use.

Montana SRAs¹⁰² now have advanced wastewater-treatment systems that remove 95 percent of the nitrogen sent to drain fields.

¹⁰¹ [Assessment of Colorado Department of Transportation Rest Areas for Sustainability Improvements and Highway Corridors and Facilities for Alternative Energy Use. 2011](#)

¹⁰² Montana Department of Transportation. Building Better Roadside Rest Areas in Montana



Montana Safety Rest Areas wastewater treatment, Source: CDM Smith Contracting

FIGURE 38: Washington Safety Rest Areas resilience criticality map



WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Safety Rest Area	Services impacted community	Critical to support resiliency	FEMA national risk	Social vulnerability	Emergency or evacuation potential use
ALPOWA SUMMIT SRA EB	0	0	Very high	Relatively Low	High risk
ALPOWA SUMMIT SRA WB	0	0	Very low	Very low	Low
BEVIN LAKE SRA MD	0	1	Relatively moderate	Relatively High	Moderate
BLUE LAKE SRA MD	1	1	Relatively low	Very high	Low
BOW HILL SRA NB	1	1	Relatively moderate	Relatively moderate	Moderate
BOW HILL SRA SB	1	1	Relatively moderate	Relatively moderate	Moderate
CHAMBERLAIN LK SRA MD	1	1	Relatively low	Relatively moderate	Moderate
CUSTER SRA NB	1	1	Relatively moderate	Relatively moderate	High risk
CUSTER SRA SB	1	1	Relatively moderate	Relatively moderate	High risk
DISMAL NITCH SRA MD	0	1	Relatively low	Relatively high	Low
DODGE JUNCTION SRA MD	0	0	Very low	Very low	Low
DUSTY/MADER SRA MD	0	0	Very low	Very low	Low
ELBE SRA MD	1	1	Relatively high	Relatively moderate	High risk
ELMA SRA EB	1	1	Relatively moderate	Very high	Low
FOREST LEARNING CENTER SRA MD	1	0	Relatively moderate	Relatively High	Moderate
GEE CREEK SRA NB	1	1	Relatively high	Relatively low	High risk
GEE CREEK SRA SB	1	1	Relatively high	Relatively low	High risk
HATTON COULEE SRA MD	1	1	Very low	Relatively moderate	High risk
HORN SCHOOL SRA MD	0	1	Very low	Very high	Moderate
INDIAN JOHN HILL SRA EB	0	1	Relatively moderate	Relatively low	High risk
INDIAN JOHN HILL SRA WB	0	1	Relatively moderate	Relatively low	High risk
IRON GOAT SRA MD	0	1	Relatively moderate	Relatively moderate	High risk
KELLER FERRY SRA MD	1	0	Very low	Relatively moderate	High risk
MAYTOWN SRA SB	1	1	Relatively high	Relatively low	Moderate
NASON CREEK SRA MD	0	1	Relatively moderate	Relatively high	High risk
PROSSER SRA MD	1	1	Relatively moderate	Relatively moderate	Moderate
QUINCY VALLEY SRA MD	1	1	Relatively low	Very high	Low

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Safety Rest Area	Services impacted community	Critical to support resiliency	FEMA national risk	Social vulnerability	Emergency or evacuation potential use
RYEGRASS SRA EB	0	1	Relatively moderate	Relatively low	High risk
RYEGRASS SRA WB	0	1	Relatively moderate	Relatively low	High risk
SCATTER CREEK SRA NB	1	1	Relatively high	Relatively low	Moderate
SCHRAG SRA EB	1	1	Very low	Very high	Low
SCHRAG SRA WB	1	1	Very low	Very high	Low
SEA TAC SRA NB	1	1	Very high	Relatively low	High risk
SELAH CREEK SRA EB	1	1	Relatively moderate	Very high	High risk
SELAH CREEK SRA WB	1	1	Relatively moderate	Very high	High risk
SILVER LAKE SRA SB	1	1	Relatively high	Relatively low	High risk
SMOKEY POINT SRA NB	1	1	Relatively high	Relatively low	High risk
SMOKEY POINT SRA SB	1	1	Relatively high	Relatively low	High risk
SPRAGUE SRA EB	0	1	Very low	Very high	High risk
SPRAGUE SRA WB	0	1	Very low	Very low	Low
TELFORD SRA MD	1	1	Very low	Very low	Low
TOUTLE RIVER SRA NB	1	1	Relatively moderate	Relatively high	High risk
TOUTLE RIVER SRA SB	1	1	Relatively moderate	Relatively high	High risk
TRAVELERS REST SRA MD	0	1	Relatively moderate	Relatively low	High risk
VERNITA SRA MD	1	0	Relatively low	Very high	Low
WINCHESTER WASTEWAY SRA EB	1	1	Relatively low	Very high	Low
WINCHESTER WASTEWAY SRA WB	1	1	Very low	Very low	High risk

2023 Washington State

SAFETY REST AREA STRATEGIC PLAN

APPENDIX C

SAFETY REST AREA PROGRAM WEIGHTS

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Appendix C

Safety Rest Area Program Weights

INTRODUCTION

WSDOT is committed to acting as a good steward by investing taxpayer dollars into Safety Rest Area maintenance activities, locations, and improvements that will best meet the needs of Washington's transportation system.

Program weights were designed to bring data into the decision-making process. With limited resources and declining assets, there will be trade-off decisions to ensure that we are utilizing available funding to support reaching program goals while supporting the mission of the SRA program moving into the future. The weighting areas are built upon the mission of the SRA program of supporting the public with a safe, sustainable option for rest during road trips.

In addition, the program weights are designed to give consideration to Federal Code [23 CFR 752.5](#) subsection (e), which implies that rural and less-developed areas should be prioritized over rest areas located in the urban areas. With program weights, we can give weighting criteria to rural areas through scoring on alternative service locations, weighting usage, and customers equally with other scoring areas, and by evaluating the stopping factor of each location.

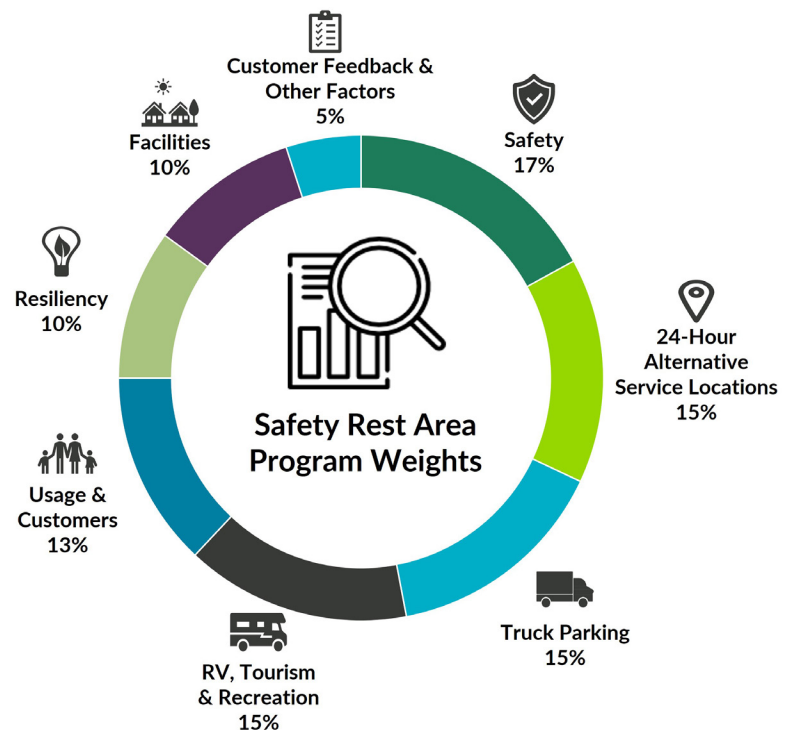
FIGURE 39: Program weight evaluation criteria scoring

As part of the weighting criteria, WSDOT developed evaluation tools to document characteristics and data associated with SRAs and identify their potential needs using scores and weights to objectively compare locations.

The weighting areas are:

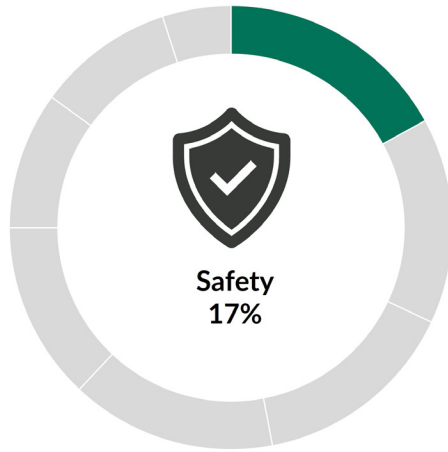
1. Safety: 17 percent
2. 24-hour alternative service location: 15 percent
3. Truck parking: 15 percent
4. RV, tourism, and recreation: 15 percent
5. Usage: 13 percent
6. Customer feedback: 10 percent
7. Facilities: 10 percent
8. Other factors: 5 percent

The evaluation criteria that make up each weighting area are designed to give more points when the criterion itself is determined to advance or align with the mission and vision of the SRA program.



Program	Evaluation criteria
Safety • 17 percent Safety is the reason SRAs were developed. It is their primary function in the Washington transportation system. Safety evaluation measures the safety benefits provided by each location.	<ul style="list-style-type: none"> • Location crash data • % of fatigue related collisions • % of fatal and injury related collisions • Change in collision data • Distance to the next-closest SRA
24-hour alternative service location (ASL) • 15 percent Alternative service locations evaluate how many additional stopping locations are near a given SRA location.	<ul style="list-style-type: none"> • Seasonality and truck parking • Distance to closest ASL • ASL total count
Truck parking • 15 percent Parking is important to supporting commercial truck partners. Safety Rest Area Truck Parking assesses the truck parking situation at each Safety Rest Area location.	<ul style="list-style-type: none"> • Total SRA truck parking count • Truck parking demand • Locations on the economic freight corridor • Proximity to undesignated truck parking • Format change potential
RV, tourism and recreation • 15 percent Assesses the use of the location by the RV, tourism, and recreational user based on amenities, alternative RV user locations, and proximity to recreational and tourism activities.	<ul style="list-style-type: none"> • SRA RV sanitary dump stations • RV ASL count • Count of tourist attractions • Count of state parks, national parks, and scenic byways
Usage and customers • 13 percent Evaluates the locations' criticality to the highway system based on usage and total users stopping at the location.	<ul style="list-style-type: none"> • Total annual users of each SRA • Average rate of change of users • Average annual daily traffic • Stopping factor
Resiliency • 10 percent Evaluates the locations' criticality based on existing and potential need due to weather changes and environmental changes.	<ul style="list-style-type: none"> • Services an impacted community • Critical to supporting resiliency • FEMA national risk • Emergency or evaluation potential • Social vulnerability • Count of endangered species within 30 miles
Facilities • 10 percent Evaluates the location based on facility factors such as existing condition, age, amenities, operations, and water and sewer connectivity.	<ul style="list-style-type: none"> • Condition assessments • Average building age • SRA categorization based on amenities • SRA water and sewer connectivity • Operations status
Customer feedback and other factors • 5 percent Evaluates the locations based on customer feedback, inclusivity, the existing ability for commercialism and whether the location is currently affiliated with external agencies such as historical significance.	<ul style="list-style-type: none"> • Customer feedback scores • Inclusivity • Commercialization • Affiliation with external agencies

SAFETY • 17 PERCENT



Safety is the reason SRAs were developed – it is their primary function in the Washington transportation system. The SRA program measures the safety benefits provided by each location. A location's safety score is determined by location crash data, percent of fatal and injury collisions, changes in collision data, and the distance to the closest SRA location.¹

Location crash data

In a Washington State University study on SRAs' effect on crash reduction, a coefficient was calculated for each rest area reflective of this effect. Scoring gives more points to rest areas with a coefficient suggesting a strong correlation between the presence of that SRA and crash reduction downstream of it and fewer points to the opposite. This is

to prioritize SRAs that reduce crashes, thus increasing highway safety.

Percent of fatal and injury collisions

Crash data was narrowed to crashes that resulted in a fatality or injury, and a percentage was calculated. More points are given to SRAs with a lower rate for the same reason of improved highway safety.

Change in collision data

Location crash data were available for 15 miles upstream and 15 miles downstream of each SRA. The percentage change in crashes from upstream to downstream of each rest area was calculated for scoring. More points are given to SRAs demonstrating a decrease in crashes; no points were given to rest areas indicating no change or an increase in crashes.

Distance to the closest SRA location

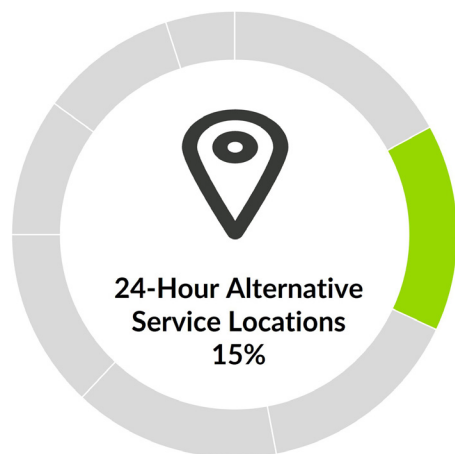
An SRA's proximity to other rest areas is important in creating a network that mitigates issues when one rest area must be temporarily closed and increases the likelihood that one will be available when a driver needs one. Distances from each SRA to the next-closest facility in the general direction of travel determine this proximity, which is scored by giving more points to those with shorter distances to other rest areas.

¹ Additional Safety measures area captured in other program weight categories.

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Evaluation category	Description	Scoring criteria	Weight applied
Location crash data	Does the location have a statistically significant decrease in accidents following the location	No= 0 Yes = 1	1
Percentage of fatal and injury collisions	Percentage of fatal and injury collisions within in a 30-mile radius	>41% = 0 16-40%= 1 0-15%=2	1
Change in collision data	Percentage change in collisions within a 30-mile radius	>0%= 0 0%= 1 <0%=2	1
Distance to closest SRAs	Distance to closest SRAs based on distance to travel	>71 miles= 0 61-70 miles= 1 <=60 miles =2	1

24-HOUR ALTERNATIVE SERVICE LOCATIONS (ASLs) • 15 PERCENT



ASLs are an important safety measure because rest areas can become inaccessible from time to time. At the same time, an abundance of ASLs around an SRA diminishes the usefulness of that location. This program balances these considerations and scores rest areas accordingly.

If an SRA's location is densely populated, there will likely be many alternative stopping locations nearby for breaks. In less densely populated areas, there may be few locations available for stopping.

Seasonality and truck parking

There are three SRAs in Washington that operate on a non-standard schedule and several with no truck parking. This is an important distinction when considering the importance of ASLs nearby. If an SRA

does not operate year-round and/or does not provide truck parking, any ASL presence is less significant because there is only occasional demand at that location. Thus, more points are given to 24/7/365 rest areas that provide truck parking. Additionally, SRAs not fitting that characterization had their scores in the following categories reduced.

Distance to closest ASL

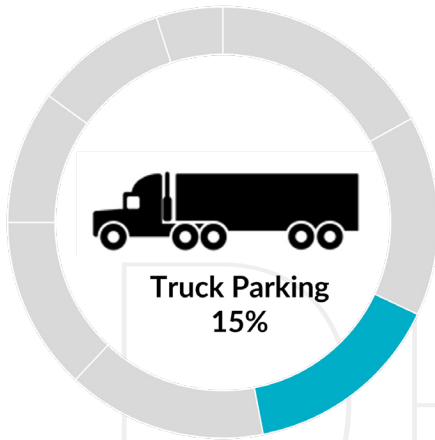
The intention of scoring rest areas in relation to ASLs is to determine which locations are the sole rest providers on the highway. To this effect, SRAs with a short distance to an ASL are given fewer points than those with further distances between them.

ASL counts

Like how distance to an ASL is scored, rest area locations with a lower ASL count are given more points than those with a high count.

Evaluation category	Description	Scoring criteria	Weight applied
Seasonality and truck parking	Does the SRA operate on a seasonal schedule, and does it have truck parking?	[Seasonal = Y] and [Truck parking = N] = 0 [Seasonal = Y] or [Truck parking = N] = 1 [Seasonal = N] and [Truck parking = Y] = 2	1
Distance to closest ASL	Distance from the SRA (in miles) to the closest ASL (store, gas station, or convenience store) open 24/7 and within ½ mile of the highway	No ASLs = 4 >10 miles = 3 5-9.9 miles = 2 1-4.9 miles = 1 <1 mile = 0	2
ASL counts	Count of ASLs (same type as above) within a 30-mile radius of the SRA	No ASLs = 3 1-3 = 2 4-10 = 1 >10 = 0	2

TRUCK PARKING • 15 PERCENT



Commercial truck drivers represent a large portion of safety rest area users and adequate truck parking is an important need. This program assesses the truck parking situation at each location.

Truck parking availability

More points are given to locations at each rest area with more truck parking spaces available.

Truck parking demand

Truck parking demand is gleaned from the responses to two customer survey questions. One question asked commercial truck drivers if they

had adequate truck parking during their last visit, and the second asked what they would do if they were still looking for a spot. Each question was scored individually and then combined for the final score.

SRAs where drivers did not find adequate parking are given more points, and locations where actions were taken that implied the SRA was the driver's only option for rest (i.e., stopping on the side of the highway) are also given more points. Ultimately, more points are given to rest areas perceived to have inadequate truck parking, which reinforces the location's importance.

Locations on economic freight corridor

Economic freight corridor designations help understand how the industry uses freight connectors and are often used in transportation planning. Scoring reflects the importance of the highway section that an SRA serves as denoted by that designation.

Proximity to undesignated truck parking

In developing its freight plan, WSDOT conducted a truck parking study to identify locations where trucks often parked in undesignated areas. Some safety rest areas were called out directly as locations where this usually occurs, implying a lack of parking supply. Scoring, then, reflects the need for parking at SRA locations by giving more points to those locations.

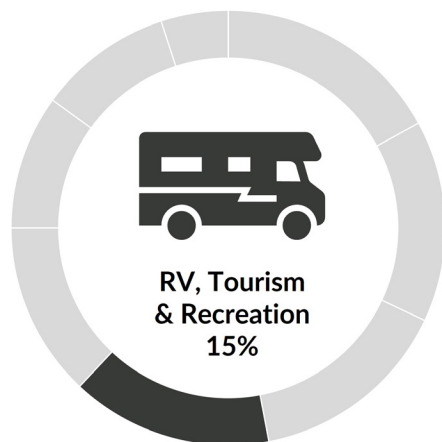
Format change potential

To address the truck parking shortage in the state, all rest areas were evaluated for their potential to undergo a format change prioritizing truck parking. SRAs with the potential for this format change receives more points than those without.

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Evaluation category	Description	Scoring criteria	Weight applied
Total SRA truck parking count	SRA truck parking count	No parking =0 1-10 =1 >10 =2	1.5
Format change potential	Potential for rest area to be evaluated for format change	0= Identified with clear barriers to expansion 1= Ability to evaluate for further expansion 2= Prioritize study for expansion *	1
Truck parking demand	Truck parking demand assessed by customer responses	0 = No parking or little/no demand 1 = Some demand for parking 2 = Demand for parking	1
Locations on economic freight corridor	SRA located on a major economic corridor	No =0 Yes =1	1
Proximity to undesignated truck parking areas	How close the SRA is to an undesignated truck parking location and is the rest area one of these locations	Not identified =0 Near the SRA =1 At the SRA =2	1.5

RV, TOURISM, AND RECREATION • 15 PERCENT



This program represents another group of users in safety rest areas and measures each location's ability to meet its unique needs.

ASLs for RV users include camping, RV parks, and parks. Measures of travel and tourism locations are based on whether locations of SRAs are on a highway that connects to major tourist destinations, in proximity to state parks, national parks, and border entries

SRA RV sanitary station

Rest areas equipped with an RV sanitary dump station receive points.

RV ASL counts

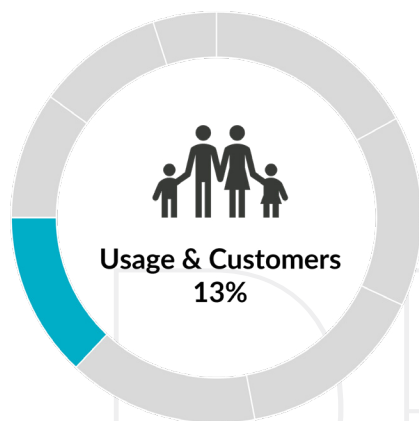
This follows the same scoring philosophy found in the 24-hour ASL program weights, where SRAs with few ASLs nearby receive more points.

Recreation site, state park, national park, and scenic byway counts

These evaluation categories effectively estimate the induced demand for rest areas by proximity to recreational areas. As such, the scoring is inverse to that of the ASL counts because an SRA with many of these areas is likely to see increased use. Rest areas with a high count receive more points.

Evaluation category	Description	Scoring criteria	Weight applied
RV sanitary dump station	Is the SRA equipped with an RV sanitary dump station?	No = 0 Yes = 1	1
RV ASL count	Count of ASLs (campgrounds and RV parks) within a 30-mile radius of the SRA	No ASLs = 3 1-3 = 2 4-7 = 1 >7 = 0	1
Recreation site count	Count of ASLs (identified as tourist locations) within a 30-mile radius of the SRA	None = 0 1-10 = 1 11-20 = 2 >20 = 3	1
State park count	Count of state parks within a 50-mile radius of the SRA	>49 = 4 30-49 = 3 10-29 = 2 1-9 = 1 None = 0	1
National park count	Count of national parks within a 50-mile radius of the SRA	>3 = 4 3 = 3 2 = 2 1 = 1 None = 0	1
Scenic byway count	Count of scenic byways within a 50-mile radius of the SRA	>19 = 4 15-19 = 3 10-14 = 2 1-9 = 1 None = 0	1

USAGE AND CUSTOMERS • 13 PERCENT



Usage and customers evaluate locations according to demand as determined by user counts and traffic volume. Those measures include total annual average users, average annual daily traffic, stopping factor, and average rate of change of total usage by location.

Total annual average users

The yearly average user count is calculated for each safety rest area, and those serving more customers receive more points.

Average Annual Daily Traffic (AADT)

AADT data is pulled from the highway section directly adjacent to each location, and those with higher traffic volumes receive more points.

Stopping factor

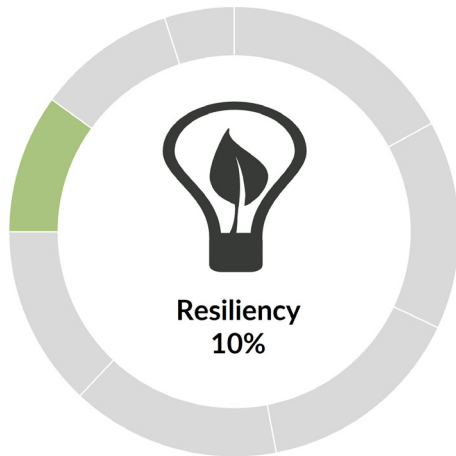
The stopping factor is calculated from user counts and AADT to estimate the percentage of traffic volumes that stop at each location. A higher percentage receives more points.

Average rate of change of usage

The average rate of change of users is calculated for each rest area using available yearly counts and adjusted with AADT. More points are given to locations displaying a significant increase in usage, fewer points for those showing little increase or decrease, and no points are given for a considerable decrease.

Evaluation category	Description	Scoring criteria	Weight applied
Total annual users	Average annual user count	$<100,000 = 0$ $100,001-250,000 = 1$ $250,001-400,000 = 2$ $400,001-600,000 = 3$ $600,001 < = 4$	0.5
Average annual daily traffic	Total usage of a route passing the SRA	$<1,000 = 0$ $1,001-17,000 = 1$ $17,001-80,000 = 2$ $80,001 < = 3$	0.5
Stopping factor	The percentage of AADT that stops at the SRA (estimated using yearly user counts and AADT)	$<2\% = 0$ $2.01\%-8.99\% = 1$ $9\% < = 2$	1
Average rate of change of users	Usage change over time adjusted by AADT to reveal significance	Significant decrease = 0 Little change = 1 Significant increase = 2	0.5

RESILIENCY • 10 PERCENT



The highway system connects the state. This is important in many regards but is especially so when it comes to resiliency. In the cases of natural disasters or other large-scale emergencies, maintaining this connectivity is vital, and rest areas have a role to play. This program evaluates each SRA's likelihood of being used in this fashion.

A rest area's likelihood of use is determined using existing and potential needs due to adverse weather events and environmental changes. Several sustainability indexes (FEMA national risk, social vulnerability, etc.) and an internal resiliency assessment are used to calculate both needs.

Services impacted community

This criterion determines whether an SRA is near (within 10 miles) an impacted community as determined by the Climate and Economic Justice Screening Tool. Locations where this is true receive more points.

Critical to support resiliency

WSDOT assessed all rest areas to determine which locations are essential to support emergency services in the case of adverse weather events. Those identified as such receive more points.

Impact on endangered species

The intent of scoring SRAs based on their proximity to endangered species is to minimize further disruption. A count of endangered species within 30 miles of each rest area was created using data from the Washington Department of Fish and Wildlife. Locations with a lower count receive more points.

FEMA national risk

FEMA scored all counties' risks of natural hazards from very low to very high. Rest areas in high-risk counties are more likely to be used for refuge in such events. Accordingly, they receive more points.

Social vulnerability

The Centers for Disease Control scored all counties in the country based on social vulnerability or the adverse effects of external stresses on human health. More vulnerable communities are more likely to suffer during any extreme event, natural or otherwise. Rest areas in vulnerable communities receive more points to account for this additional need.

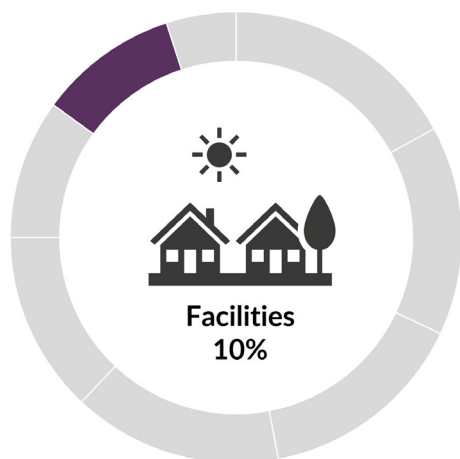
Emergency or evacuation potential use

Many natural hazards can occur across the state, from wildfires to ice storms. FEMA scored all counties on their risk to such events. Using these scores together identifies the highest-risk communities and can further identify rest area locations that may be needed for emergency response or evacuation efforts. Sites receive more points for an increased likelihood of use in such situations.

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Evaluation category	Description	Scoring criteria	Weight applied
Services impacted community	Whether or not an SRA services an impacted community as identified by the Climate and Economic Justice Screening Tool	No = 0 Yes = 1	1
Critical to support resiliency	Whether or not an SRA was identified as necessary to support emergency services in emergency situations	No = 0 Yes = 1	1
Count of endangered species	Count of endangered species within 30 miles of an SRA	0-3 = 4 4-7 = 3 8-11 = 2 12-13 = 1 >13 = 0	0.5
FEMA national risk	Level of risk an SRA has based on the county it is in	Very low = 0 Relatively low = 0 Relative moderate = 1 Relatively high = 2 Very high = 3	1
Social vulnerability	How vulnerable an SRA is based on the county it is in	Very low = 0 Relatively low = 0 Relative moderate = 1 Relatively high = 2 Very high = 3	0.5
Emergency or evacuation potential use	How likely an SRA is to be used for emergency or evacuation purposes based on its county's risk to several natural hazards	Minimal or none = 0 Low = 1 Moderate = 2 High risk = 3	1

FACILITIES • 10 PERCENT



The facilities within an SRA are what allow it to function. This program scores SRAs on the state and type of its facilities to determine if the investment is worthwhile.

Condition assessment

All SRAs are evaluated and rated according to IFMA-aligned rating tiers. This assessment expresses how close an SRA is to needing replacement. Thus, rest areas further from this point receive more points.

Average building age

As SRA buildings age, some features become outdated and break down, requiring more work to provide the same level of service as those

constructed more recently. Thus, rest areas with a low average building age receive more points.

Categorization

An SRA can fit into one of three categories (C-1, C-2, C-3) based on its amenities. Rest areas in the C-1 category have all amenities possible and receive more points, C-2 locations receive fewer points, and C-3 locations receive none.

Water and sewer connectivity

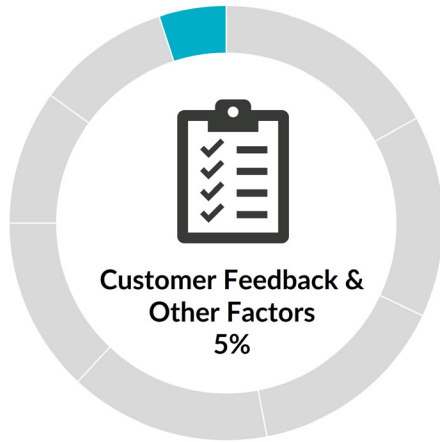
Rest areas get water from a well or a nearby municipal water connection. Municipal water and sewer connections are preferable for reliability and maintenance. Accordingly, locations with such a connection receive more points.

Operation status

While most rest areas operate 24/7 year-round, a few do not, and they receive fewer points.

Evaluation category	Description	Scoring criteria	Weight applied
Condition assessments	Site condition assessment ranking	Critical = 0 Poor =1 Fair =2 Good = 3	1.5
Average building age	Average age of the facility	More than 30= 0 11-29 years = 1 Less than 10 =2	1
SRA categorization based on amenities	SRA categorization based on amenities	C3=0 C2=1 C1=2	1
SRA water and sewer connectivity	Whether the SRA is supported by municipal water services	Serviced by well = 0 Municipal service= 1	1
Operational status	Whether the SRA is impacted by seasonal closures	Seasonal = 0 Year-round= 1	0.5

CUSTOMER FEEDBACK AND OTHER FACTORS • 5 PERCENT



This program measure is intended to quantify the value of rest areas based on customer perception, commercialization capability, and the value added by other parties. Measures include customer responses to SRA survey questions for importance and inclusivity, opportunity for commercial services and extra-agency affiliations.

Safety rest area importance

SRA importance is evaluated based on the user's perception of the significance of each SRA. This information was captured in the customer survey by evaluating results from several survey questions such as, "If closed for maintenance, where would you have stopped?" and "If this SRA was closed for maintenance, how much of an inconvenience would that

have been?"

Responses from "If closed for maintenance, where would have stopped?" were grouped under common themes, including "No idea/no other options." It is assumed that an SRA with many of these responses indicating no other options is more important due to the perceived lack of alternatives in the area. The more critical a location is perceived, the more points it receives.

Safety Rest Area inclusivity

Inclusivity was evaluated with the customer survey question, "How inclusive is the SRA?" Users responded on a scale from "extremely" to "not at all." Locations with higher perceived inclusivity scores receive more points.

Safety Rest Area commercialization

SRAs are public, which allows them to be open to all who need rest and refuge on the highway but limits what they can provide. All locations were evaluated on their potential to be commercialized, thus allowing for a more comprehensive array of services: rest areas where commercialization is legal receive points and those where it is not legal receive none.

Extra-agency affiliations

Some safety rest areas in the state have unique features due to the presence of other agencies such as Washington Department of Fish & Wildlife. Locations with such affiliations receive more points.

WASHINGTON STATE SAFETY REST AREA STRATEGIC PLAN

Evaluation category	Description	Scoring criteria	Weight applied
SRA importance	Percent of responses indicating inconvenience if the SRA had been closed for maintenance from the public survey	0-24% =0 25-49% =1 50-74% = 2 75-100% = 3	0.75
SRA inclusivity	Percent of responses indicating that the SRA is inclusive from the Public Survey Q21	0% = 0 1-25% = 1 26-50% = 2 51-75% = 3 >75% = 4	1.5
SRA commercialization	The degree to which an SRA is capable of being commercialized	0= Not legal 1= Legal, but limited opportunity 2= Legal with opportunity	1.5
Affiliations with external agencies	Whether or not other agencies have a presence at an SRA	No = 0 Yes =1	1

ENGLISH

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ESPAÑOL

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Información de la Ley sobre Estadounidenses con Discapacidades (ADA, por sus siglas en inglés)

Este material puede estar disponible en un formato alternativo al enviar un correo electrónico a la Oficina de Equidad y Derechos Civiles a wsdotada@wsdot.wa.gov o llamando a la línea sin cargo 855-362-4ADA(4232). Personas sordas o con discapacidad auditiva pueden solicitar la misma información llamando al Washington State Relay al 711.

한국어 – KOREAN

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русский – RUSSIAN

Раздел VI Общественное заявление

Политика Департамента транспорта штата Вашингтон (WSDOT) заключается в том, чтобы исключить любые случаи дискриминации по признаку расы, цвета кожи или национального происхождения, как это предусмотрено Разделом VI Закона о гражданских правах 1964 года, а также случаи недопущения участия, лишения льгот или другие формы дискриминации в рамках любой из своих программ и мероприятий. Любое лицо, которое считает, что его средства защиты в рамках раздела VI были нарушены, может подать жалобу в Ведомство по вопросам равенства и гражданских прав WSDOT (OECR). Для дополнительной информации о процедуре подачи жалобы на несоблюдение требований раздела VI, а также получения информации о наших обязательствах по борьбе с дискриминацией, пожалуйста, свяжитесь с координатором OECR по разделу VI по телефону (360) 705-7090.

Закон США о защите прав граждан с ограниченными возможностями (ADA)

Эту информацию можно получить в альтернативном формате, отправив электронное письмо в Ведомство по вопросам равенства и гражданских прав по адресу wsdotada@wsdot.wa.gov или позвонив по бесплатному телефону 855-362-4ADA(4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.(4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.

tiếng Việt – VIETNAMESE

Thông báo Khoản VI dành cho công chúng

Chính sách của Sở Giao Thông Vận Tải Tiểu Bang Washington (WSDOT) là bảo đảm không để cho ai bị loại khỏi sự tham gia, bị từ khước quyền lợi, hoặc bị kỳ thị trong bất cứ chương trình hay hoạt động nào vì lý do chủng tộc, màu da, hoặc nguồn gốc quốc gia, theo như quy định trong Mục VI của Đạo Luật Dân Quyền năm 1964. Bất cứ ai tin rằng quyền bảo vệ trong Mục VI của họ bị vi phạm, đều có thể nộp đơn khiếu nại cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng (OECR) của WSDOT. Muốn biết thêm chi tiết liên quan đến thủ tục khiếu nại Mục VI và/hoặc chi tiết liên quan đến trách nhiệm không kỳ thị của chúng tôi, xin liên lạc với Phối Trí Viên Mục VI của OECR số (360) 705-7090.

Thông tin về Đạo luật Người Mỹ tàn tật (Americans with Disabilities Act, ADA)

Tài liệu này có thể thực hiện bằng một hình thức khác bằng cách email cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng wsdotada@wsdot.wa.gov hoặc gọi điện thoại miễn phí số, 855-362-4ADA(4232). Người điếc hoặc khiếm thính có thể yêu cầu bằng cách gọi cho Dịch vụ Tiếp âm Tiểu bang Washington theo số 711.

العَرَبِيَّة – ARABIC

العنوان 6 إشعار للجمهور

تتمثل سياسة وزارة النقل في ولاية واشنطن (WSDOT) في ضمان عدم استبعاد أي شخص، على أساس العرق أو اللون أو الأصل القومي من المشاركة في أي من برامجها وأنشطتها أو الحرمان من الفوائد المتاحة بموجبها أو التعرض للتمييز فيها بخلاف ذلك، كما هو منصوص عليه في الباب السادس من قانون الحقوق المدنية لعام 1964. ويمكن لأي شخص يعتقد أنه تم انتهاك حقوقه التي يكفلها الباب السادس تقديم شكوى إلى مكتب المساواة والحقوق المدنية (OECR) التابع لوزارة النقل في ولاية واشنطن. للحصول على معلومات إضافية بشأن إجراءات الشكاوى وأو بشأن التزاماتنا بعدم التمييز بموجب الباب السادس، يرجى الاتصال بمنسق الباب السادس في مكتب المساواة والحقوق المدنية على الرقم (360) 705-7090.

معلومات قانون الأمريكيين ذوي الإعاقة (ADA)

يمكن توفير هذه المواد في تنسيق بديل عن طريق إرسال رسالة بريد إلكتروني إلى مكتب المساواة والحقوق المدنية على wsdotada@wsdot.wa.gov أو عن طريق الاتصال بالرقم المجاني: 855-362-4ADA (4232). يمكن للأشخاص الصم أو ضعاف السمع تقديم طلب عن طريق الاتصال بخدمة Washington State Relay على الرقم 711.

中文 – CHINESE

《权利法案》Title VI公告

<華盛頓州交通部(WSDOT)政策規定，按照《1964年民權法案》第六篇規定，確保無人因種族、膚色或國籍而被排除在WSDOT任何計畫和活動之外，被剝奪相關權益或以其他方式遭到歧視。如任何人認為其第六篇保護權益遭到侵犯，則可向WSDOT的公平和民權辦公室(OECR)提交投訴。如需關於第六篇投訴程式的更多資訊和/或關於我們非歧視義務的資訊，請聯絡OECR的第六篇協調員，電話(360) 705-7090。

《美国残疾人法案》(ADA)信息

可向公平和民權辦公室發送電子郵件wsdotada@wsdot.wa.gov或撥打免費電話 855-362-4ADA(4232)，以其他格式獲取此資料。听力丧失或听觉障碍人士可拨打711联系Washington州转接站。

Af-soomaaliga – SOMALI

Ciwaanka VI Ogeysiiska Dadweynaha

Waa siyaasada Waaxda Gaadiidka Gobolka Washington (WSDOT) in la xaqiijiyo in aan qofna, ayadoo la cuskanaayo sababo la xariira isir, midab, ama wadanku kasoo jeedo, sida ku qoran Title VI (Qodobka VI) ee Sharciga Xaquuqda Madaniga ah ah oo soo baxay 1964, laga saarin ka qaybgalka, loo diidin faa'iidooyinka, ama si kale loogu takoorin barnaamijyadeeda iyo shaqooyinkeeda. Qof kasta oo aaminsan in difaaciisa Title VI la jebiyay, ayaa cabasho u gudbin kara Xafiiska Sinaanta iyo Xaquuqda Madaniga ah (OECR) ee WSDOT. Si aad u hesho xog dheeraad ah oo ku saabsan hanaannada cabashada Title VI iyo/ama xogta la xariirta waajibbaadkeena ka caagan takoorka, fadlan la xariir Iskuduwaha Title VI ee OECR oo aad ka wacayso (360) 705-7090.

Macluumaadka Xeerka Naafada Marykanka (ADA)

Agabkaan ayaad ku heli kartaa qaab kale adoo iimeel u diraa Xafiiska Sinaanta iyo Xaquuqda Madaniga ah oo aad ka helayso wsdotada@wsdot.wa.gov ama adoo wacaaya laynka bilaashka ah, 855-362-4ADA(4232). Dadka naafada maqalka ama maqalku ku adag yahay waxay ku codsan karaan wicitaanka Adeega Gudbinta Gobolka Washington 711.

If you have difficulty understanding English, you may, free of charge, request language assistance services by calling 360-705-7090 or email us at: TitleVI@wsdot.wa.gov

ESPAÑOL – SPANISH

Servicios de traducción

Aviso a personas con dominio limitado del idioma inglés: Si usted tiene alguna dificultad en entender el idioma inglés, puede, sin costo alguno, solicitar asistencia lingüística con respecto a esta información llamando al 360-705-7090, o envíe un mensaje de correo electrónico a: TitleVI@wsdot.wa.gov

한국어 – KOREAN

번역 서비스

영어로 소통하는 것이 불편하시다면 360-705-7090, 으로 전화하시거나 다음 이메일로 연락하셔서 무료 언어 지원 서비스를 요청하실 수 있습니다: TitleVI@wsdot.wa.gov

русский – RUSSIAN

Услуги перевода

Если вам трудно понимать английский язык, вы можете запросить бесплатные языковые услуги, позвонив по телефону 360-705-7090, или написав нам на электронную почту: TitleVI@wsdot.wa.gov

tiếng Việt – VIETNAMESE

các dịch vụ dịch thuật

Nếu quý vị không hiểu tiếng Anh, quý vị có thể yêu cầu dịch vụ trợ giúp ngôn ngữ, miễn phí, bằng cách gọi số 360-705-7090, hoặc email cho chúng tôi tại: TitleVI@wsdot.wa.gov

العَرَبِيَّةُ – ARABIC

خدمات الترجمة

إذا كنت تجد صعوبة في فهم اللغة الإنجليزية، فيمكنك مجاًناً طلب خدمات المساعدة اللغوية عن طريق الاتصال بالرقم 360-705-7090 أو مراسلتنا عبر البريد الإلكتروني: TitleVI@wsdot.wa.gov

中文 – CHINESE

翻译服务

如果您难以理解英文，则请致电：360-705-7090，或给我们发送电子邮件：TitleVI@wsdot.wa.gov，请求获取免费语言援助服务。

Af-soomaaliga – SOMALI

Adeegyada Turjumaada

Haddii ay kugu adag tahay inaad fahamtid Ingiriisida, waxaad, bilaash, ku codsan kartaa adeegyada caawimada luuqada adoo wacaaya 360-705-7090 ama iimayl noogu soo dir: TitleVI@wsdot.wa.gov